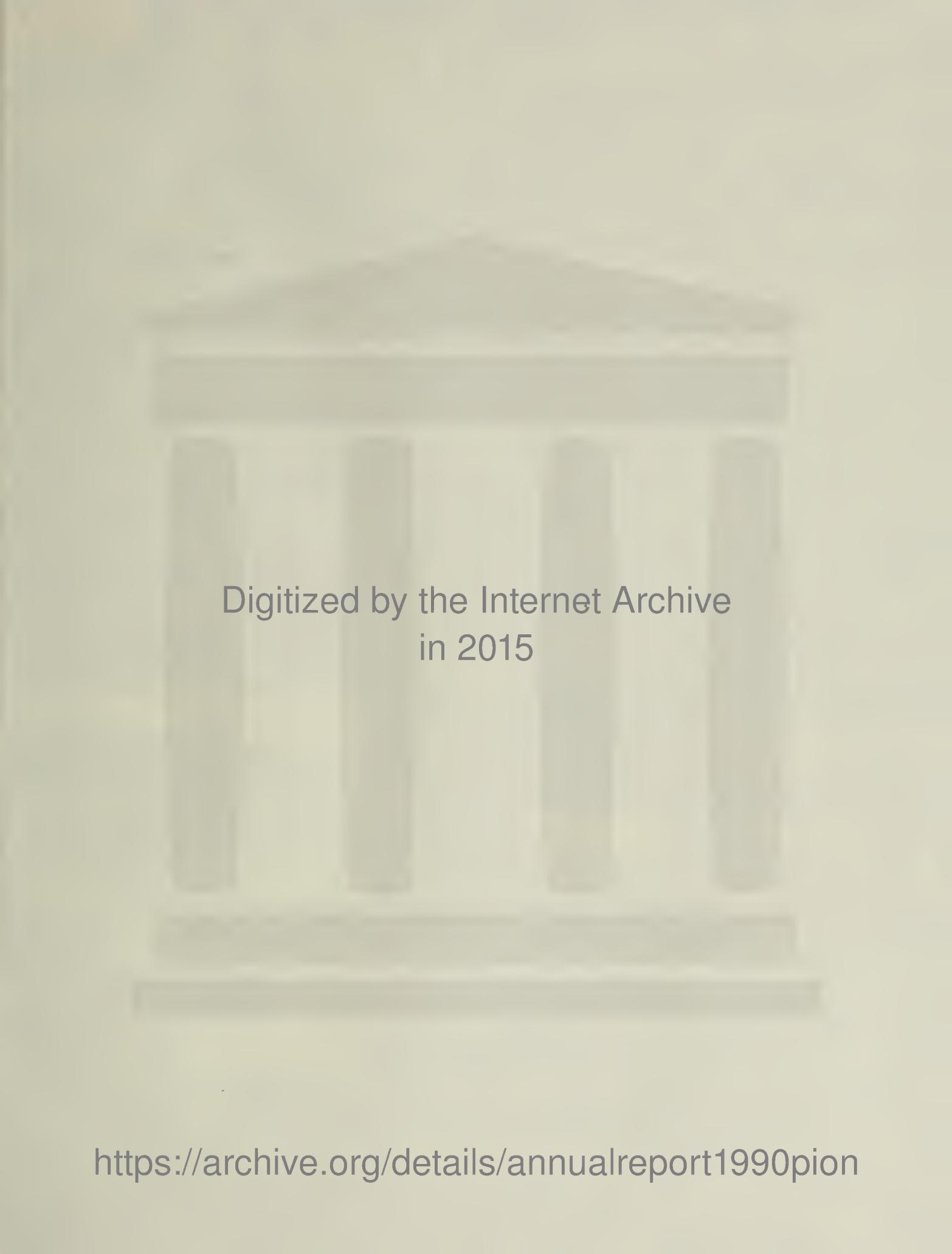


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* UMASS/AMHERST *



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A faint, light-colored watermark of a classical building with four columns and a triangular pediment is visible in the background.

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<https://archive.org/details/annualreport1990pion>



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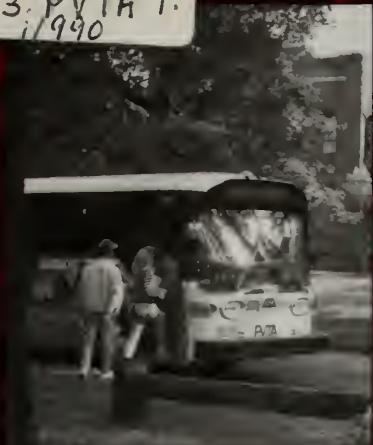
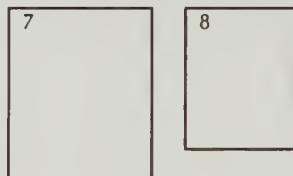


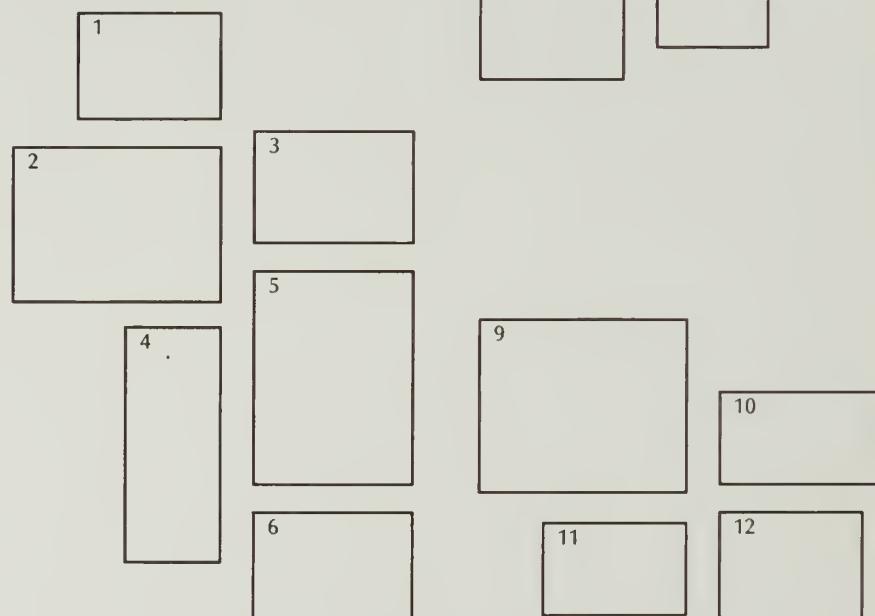
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FRONT COVER:



BACK COVER:



1. University of Massachusetts
2. Our Lady of the Elms College
3. American International College
4. Springfield College
5. Mount Holyoke College
6. Holyoke Community College

7. Springfield College
8. Smith College
9. Holyoke Community College
10. American International College
11. Springfield Technical Community College
12. Bay Path Junior College

In the Pioneer Spirit...

*Letter
from the
Chairman*

The temptation is there to invoke the more protective language of pioneer parlance, "Circle the wagons!" Political, fiscal, and environmental matters that shape our planet all seem to increase the burden of running transit in our valley. Yet, we must resist any near-sighted approach that determines our future primarily on the criteria of budgetary constraint.

Our valley is rich in resources, possessing a tradition of innovation in the transportation field dating back to those Duryea brothers of Chicopee and the very first gasoline-engined auto. Railroad buffs will tell you that our pioneering contributions in tackling the mountains that shape our valley seem to be a page torn from "The Little Engine That Could." And, are not two of the newest facilities at our valley's university — one dedicated to polymer sciences, the other to engineering — allowing us to be bold leaders in "the way to go" into the future?

All the elements are there to make this possible. We need only change one word from a key phrase in the children's story I referred to earlier: "I think I can!" becomes "We think we can!"

Join me in helping us to bring this about.

And many thanks for your special contribution, as passenger, as employee, or advisor, in giving us glimpses of the brighter future ahead.

John P. Clobridge

John P. Clobridge
PVTA Advisory Board Chairman



Keeping Our Community On the Move...

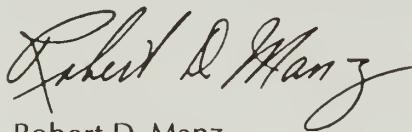
*Letter
from the
Administrator*

PVTA's service is a vital and important part of life for many residents of the Pioneer Valley, and our continued efforts to expand and perfect our service to those individuals will guarantee them independent, mobile lifestyles. The Authority provides service to many passengers who would otherwise have no means of transportation: the elderly, individuals with disabilities, young adults, and the college students of our 23 member communities. Because these groups depend on the service PVTA provides, they are especially deserving of our efforts and attention, this year and in the years to come, so that they can remain mobile and contributing members of our community.

The Authority's cooperation with area colleges and universities is an important part of what we do. PVTA's service to the college students of the Pioneer Valley provides them with an essential link to the world outside of their campus. Our buses allow them to travel to class, to work, to the shops, museums and libraries of our area, in constant pursuit of the education and experience that will make them valuable members of our society. By supporting their educational efforts with transportation service, PVTA contributes to the future of the Pioneer Valley and our society in general!

PVTA is especially proud of the service we provide to those people who truly rely on us. Our demand-responsive van transportation programs provide high-quality, personalized service to the elderly and disabled residents of the Pioneer Valley, while our fixed-route buses make getting around easier and more economical for those able to take advantage of them.

As PVTA moves into this next century, we must strive to maintain the level and quality of service we can provide to all members of our community. The strong foundation we have built over the last few years will provide us with a solid footing upon which to develop future service which matches the needs of Pioneer Valley residents and which keeps them — and our community — on the move.



Robert D. Manz
Administrator



PVTA Staff Members



Mary Comisso
Information Supervisor &
Office Manager



Marlene Connor
Director of Programs
and Planning



Jennifer Geran Donais
Director of Marketing
and Public Relations



Carolyn Hart
Accountant



Cynthia D. Landers
Financial Officer



Patricia O'L. Robitaille
Assistant Financial Officer/
System Administrator



Angela Thomas
Executive Secretary &
Clerk of the Advisory Board



Jacqueline A. Devanski
Special Services
Coordinator

"The Authority is strongly committed in the years ahead to continued improvements in the effectiveness and delivery of special transportation services."

Robert D. Manz
PVTA Administrator

Public Transportation in the 1990s

National public transit in general, and PVTA specifically, will be challenged in the coming years to meet the changing needs of an increasingly mobile society and to take up the slack as natural resources dwindle, making fossil fuel less available and more costly.

Attitudes toward public transportation have already begun to change, partially due to the environmental concerns raised by the results of widespread use of single-occupant vehicles. PVTA — indeed all public transit providers — will benefit from this blossoming appreciation of the values of mass transportation.

As we rise to the challenges of the future, PVTA will strive to maintain its reputation of providing high quality, cost-effective service to the members of its 23 cities and towns. The Authority will continue its efforts to increase ridership, maintain fares, and replace equipment in order to provide our passengers with the level and quality of service they have come to expect from PVTA.

As the benefits and conveniences of public transportation become more widely recognized, PVTA's service will become more in demand. In keeping with its mission to supply its member communities with reliable, safe and convenient bus service, the Authority will continue to cooperate with local government and special interest groups to meet those demands made upon it as economically and efficiently as possible.



Expanding Services to Those with Special Needs

FY '90 was a year that brought even greater opportunities for the Authority to provide needed transportation to the elderly, handicapped, and low-income members of our community. In June, the PVTA's Medicaid Transportation Office opened for business, scheduling rides to non-emergency medical appointments for Springfield's Medicaid recipients.

The new program is the result of a contract between the Massachusetts Department of Public Welfare and the Authority which makes PVTA the broker for all Medicaid transportation to routine medical appointments. The goal of the program, according to PVTA Director of Programs and Planning Marlene Connor, is to save the state money and provide a consistently high quality of service to these passengers. Prior to the new program's inception, the state contracted with private carriers directly, and the quality and cost of the transportation varied widely.

PVTA's Medicaid Transportation Office is administered by Special Services Coordinator Jacqueline Devansky. According to Jacqui, the Medicaid phone rings daily with patients who are pleased to be receiving high quality transportation through a reliable source.

Marlene Connor says PVTA's Medicaid program is the fourth brokerage arrangement in the state, following a trend toward having transit authorities schedule and monitor the Medicaid transportation. Other RTA's now providing Medicaid brokerage services for the state are Worcester, Merrimack Valley, and Brockton.

The PVTA program currently provides transportation for Medicaid patients serviced out of the two Springfield Welfare offices only. As the program grows, it will eventually encompass Medicaid recipients throughout PVTA's service area, providing approximately 180 passengers per day with rides to and from doctor's appointments.

Providing special transportation also means helping others to do so. This year, the Authority was pleased to present new vehicles to many agencies that serve those with special transportation needs. Among those agencies receiving new vehicles were: National Council for Black Aged (Springfield); the councils on aging in South Hadley, Amherst, Easthampton, Chicopee, Granby, West Springfield, Wilbraham, Northampton, and Belchertown; the Valley Opportunity Council (Chicopee); the University of Massachusetts Office for Handicapped Student Affairs; and the Authority's Department of Mental Retardation transportation provider, Hulmes Transportation Services.

The Belchertown Senior Center benefited this year by gaining two vehicles for use in transporting the elderly and disabled residents of the town. A dedication ceremony was held to present the Center's Louise Wadsworth and Sharon Zukowski with the "key" to the new vehicles. Belchertown received a station wagon — a comfortable, economical alternative when a wheelchair lift is not required — and a lift-equipped van. The new car and van replaced two older vehicles and will allow the Belchertown Senior Center to provide more reliable and convenient transportation to its residents who rely on the center's special services program.

Working With the Community, For the Community

As it has done for over a decade, the Authority worked diligently this year to maintain great service for all its riders. PVTA cooperated with local merchants and other special interest groups to promote public transportation as an alternative which benefits society and the environment.

This year's annual advertising campaign, designed to encourage — as well as reward — ridership, focused on the theme "The PVTA Payoff." The promotion centered around the distribution of complimentary morning newspapers on selected bus trips throughout the city. The newspapers, provided courtesy of the *Springfield Union-News*, were given to each boarding passenger. Many copies included bonus prizes, such as tickets to StageWest, the Springfield Indians, or the state lottery.

"This promotion was a terrific way to encourage active support of public transit by local firms," says Marketing Director Jennifer Geran Donais. "The Indians, StageWest, and the Paramount Theatre donated tickets for the promotion, and everyone involved felt it was a great success." Passengers were delighted with the opportunity to get a little extra reward for choosing public transportation, and the Authority was happy to foster good relations with downtown cultural activity groups.

"The PVTA Payoff" began in early February and continued throughout April.

PVTA also cooperated with some local human-service agencies this past year, utilizing the Authority's visibility to promote their cause. As part of the "Project Red Ribbon" campaign for Mothers Against Drunk Driving (MADD), the Authority "tied one on" — a red ribbon, that is — for the holiday season. All PVTA buses were outfitted with the symbol of MADD's fight to keep our streets safe from drunk drivers in an effort to raise awareness of the group's purpose. Laura Finn, chairperson for Project Red Ribbon, told the Authority,

"Because of your support, we were able to reach thousands of Western Massachusetts residents with our most powerful message of the year . . . together we have made a difference."

PVTA and the UMass Arts Council took the message of cultural diversity to the streets in FY '90. During April and May, a public art work on the exterior of eight of the Authority's buses illustrated the message of diversity as conceived and designed by Amherst artist Rebecca Graves.

The work, entitled "I AM YOU," was a series of black and white photographic images of the eyes, noses, and mouths of people of differing cultural and racial backgrounds fitted together in puzzle fashion. Graves said of the work, "The facial features, eyes-nose-mouth, are pictured as separate from the entire face to point out that racism, wrong in itself, often feeds on physical details such as a person's facial features. It is the color of one's skin, the slant of one's eye, or the curve of one's nose, by which individuals are often wrongly judged."

The project was made possible by PVTA, the University of Massachusetts Arts Council, and the UMass Fine Arts Center.

Finally, in an effort to remind people of the environmental advantages of using public transportation, PVTA participated in some local events in the national celebration of Earth Day 1990. PVTA staff members Jennifer Geran Donais and Naomi Park set up a table at Northampton's Earth Day festivities to provide transit information and facts about how public transportation benefits our environment to interested attendees. Several city residents stopped to compliment PVTA on its service to the Northampton-Amherst area and to discuss the environmental issues pertinent to public transit.

Lookin' Sharp!

PVTA took several steps in FY '90 toward improving its fleet, shelters, and facilities. In October, the first of four completely reconditioned GMC "Silver Side" buses hit the streets sporting a new coat of paint and some minor body repairs. The Authority acquired the four 1972 30-foot GMC buses from the Grand Rapids Transit Authority in Michigan when GRATA offered them as surplus property. In exchange for the buses, PVTA covered the cost of transporting them to Springfield by trailer, about \$1,100 per bus, according to STM Director of Maintenance Jim Besaw.

Administrator Robert D. Manz says the 30-foot GMC's are particularly efficient buses, operating at half the fuel cost and almost half the maintenance cost of other buses; and many drivers will attest to the comfort, smooth ride, and great handling of these older buses. Manz said the Authority has 17 of the 30-foot GMC buses in its fleet which were used by other transit authorities during the '70s and '80s. Purchased new, these buses would have cost PVTA over \$2.5 million.

However, making the fleet more efficient and comfortable is futile if PVTA passengers don't know when to expect the buses to show up! As part of an ongoing effort to make getting around by bus easier and more appealing, PVTA began a program in FY '90 to outfit each of its passenger waiting shelters with current bus schedules. The program began with the Authority's downtown shelters in late fiscal 1990 and will expand to include all passenger shelters during the current fiscal year.

According to Director of Marketing Jennifer Geran Donais, this program is just one example of PVTA's commitment to clear, understandable public information designed to encourage Pioneer Valley residents to leave their cars in the garage and choose the public transit alternative.

In still another approach to making its shelters more pleasant for waiting passengers this past year, PVTA installed several new concrete trash receptacles at area shelters, hoping to get people to "pitch

in" and keep greater Springfield litter-free. Shelters at Center Square, Main and Harrison, St. James Place, and on Harrison Avenue — and their surrounding areas — are cleaner and more attractive now, thanks to the Authority's efforts. The five receptacles were purchased by PVTA in order to provide waiting passengers with a convenient way to dispose of any food or beverage containers they might have, since eating and drinking are not allowed on the buses. The Authority hopes that the receptacles will also be used by passers-by, helping to cut down on the amount of trash littering downtown streets.

Continually improving and upgrading its facilities allows PVTA to better serve the community with high quality, cost-effective transportation. In 1990, the Authority took two significant, but very different, steps which would ultimately result in better service to its passengers.

After much preparation and negotiation, PVTA finally upgraded its computer system in February. The Authority's mainframe computer was six years old — ancient in relation to a computer's life expectancy! The new Prime mainframe computer has made it easier for the finance departments at PVTA, STM, and NCBA to maintain records, store and analyze data, and pay bills. The successful transition from one system to the other was due in no small part to the efforts of PVTA System Administrator Patricia Robitaille, who worked with Prime installers to get the system "on-line" with a minimum of disruption.

In a more visible improvement effort, the Authority undertook to repair the leaking roof of its Springfield bus storage garage at 2840 Main Street. Workers could be seen from I-91 carrying out the replacement work during the month of May. The task was awarded by competitive bid to Titan Roofing of Springfield and completed in under a month. The new, leak-proof roof should keep PVTA's fleet safe and dry for many years to come.

Safety is Our Number One Goal

PVTA's commitment to safety is unequalled. In FY '90, the Authority transported over 33,000 Pioneer Valley residents daily — to work, to school, or just out on the town — safely and comfortably. In February, PVTA honored some of the drivers and mechanics whose skill and efforts helped keep the roads safe for drivers and passengers alike in 1990.

PVTA held its ninth annual Safety Awards Brunch to honor over 100 bus drivers and mechanics for their outstanding safety records. PVTA's best and brightest put their good driving skills to work, braving near blizzard conditions, to gather and celebrate over 1101 combined years of safety in the performance of their duties for the Authority.

Springfield Mayor Mary E. Hurley was on hand to lend her support and approval to the men and women who make public transit in the Pioneer Valley safe, and two local television stations took the opportunity to give these professionals some well-deserved recognition. Awards were presented by Administrator Robert D. Manz and the directors of Operations of Springfield Transit Management, Longueuil Transportation, Inc., and Western Mass. Bus Lines.

Among those honored at the brunch were 17 men and women with over 15 years of safety under their belts:

Truman Easton (STM)	23 years
Stanley Krahala (LTI)	21 years
Clayton Simino (STM)	21 years
Charles Shaver (STM)	18 years
Ronald Benoit (STM)	17 years
Alan McPherson (STM)	17 years
Barbara Raymond (WMBL)	17 years
Gordon Cottingham (STM)	16 years
Frank Cavanaugh (STM)	15 years
George Clark (STM)	15 years
Robert Grant (STM)	15 years
William Kennedy (STM)	15 years
Santos Rodriguez (STM)	15 years
George Smith (STM)	15 years
Dennis Stopa (STM)	15 years
John Tarka (STM)	15 years

PVTA drivers like the chance to show off their stuff, and the Authority gave them that chance in its eighth annual PVTA Bus Roadeo in September. The annual event took place at the University of Massachusetts, where a parking lot large enough to hold the roadeo was borrowed for the event. Drivers from three of the Authority's carriers took on the series of obstacles, maneuvering their buses around the cones and barrels that marked the challenging course. First place at the roadeo was garnered by Truman Easton, second by Ramon Castro, third by Lenny Houle, fourth by Willie Clark, and fifth by Lula Palmer, all of STM.



Teaching Kids to STEP Up to PVTA

Over 400 Chicopee fourth-graders participated in this year's fourth annual Student Transit Education Program (STEP). The STE Program's goal is to educate and encourage youngsters to use public transit safely and responsibly, but the kids just see it as pure fun!

After a short classroom discussion on bus safety, the students were taken in groups by bus to STM's garage, where they toured the facilities and learned about the men and women who make public transportation run in the Pioneer Valley. As usual, the kids loved it! Their favorite parts of the tour, as always, were the bus wash and the money counting machine.

The STE Program gives PVTA the opportunity to teach Chicopee's students "the public transit habit" early and provide them with the safety information they need to use the system successfully. Many of the kids were interested in the wide variety of careers available in the transportation industry. Perhaps these kids will even grow up to become tomorrow's transit professionals. In any case, PVTA hopes that participation in this program will make these Chicopee students more likely to use public transportation in the future.



PVTA Celebrates!

PVTA took its annual celebration of National Transit Appreciation Day to the streets this year. On Wednesday, May 16th, "Transit-on-Parade" headed down Main Street in Springfield, comprised of two local school bands, PVTA staff and board members, drivers, dispatchers, and supporters of public transportation.

STM driver Karen Matlock, the 1990 Rider's Choice Driver of the Year, led the parade proudly, and Chicopee STEP students waved banners and signs proclaiming their support for PVTA. The whole group wound up on the steps of city hall for a presentation ceremony and several rounds of "The Wheels on the Bus," led by Advisory Board Chairman John Clobridge.

Administrator Robert Manz kicked off the ceremony by reading the proclamation from Governor Michael S. Dukakis declaring May 16th "Transit Appreciation Day in the State of Massachusetts."

Representatives from the offices of Congressmen Silvio Conte and Richard Neal and Senator John Kerry were also on hand to read statements of support for public transit, and Springfield Mayor Mary E. Hurlley read her own proclamation for Transit Appreciation Day. She informed those in attendance that she has a special appreciation for bus drivers because her grandfather made his career behind the wheel of a bus for many years.

Members of the local media covered the celebration, giving the Authority and transit some exposure to the public, and perhaps reminding everyone that public transportation plays a key role in our community.



Bringing a Bit of History Back to Life

PVTA's work on the Old North Main Street firehouse progressed nicely in FY '90. In June, the Authority received word that the Urban Mass Transportation Association (UMTA) had approved its request for a Section 3 (discretionary capital) grant for renovation of the historic structure. The \$439,998 grant was sought to cover the cost of exterior and interior renovation, including landscaping, fencing, parking, stone flooring, and elevators.

Built in 1891, the 13,000-square foot firehouse was designed by the architectural firm of Richmond and Seabury. The building features Romanesque detailing, a stone facade, slate roof, wooden double-hung windows, and a brick foundation. Truly an achievement in interior and exterior design, the firehouse is eligible for listing with the National Historic Register. According to Springfield Historical Commission Chairwoman Frances Gagnon, the firehouse boasts "the best intact bell tower remaining in the city."

PVTA initially purchased the firehouse in 1987 when it was taken out of service by the City of Springfield. Although its wooden floors — built to accommodate horse-drawn fire equipment — were braced to support the weight of modern fire trucks, the city decided it would be more cost-effective to build a new station than to make the necessary renovations to the existing one.

The Authority has contracted the Boston-based architectural firm of Meyer and Meyer, Inc. to do the design work for the renovation project. Asbestos removal, the first phase of the renovation, began in early FY '91 by Baystate Asbestos Removal, Inc. Bidding for the general contracting is scheduled to begin after phase one has been completed.

PVTA will use the newly renovated building to house its administrative functions, including its special services programs which have expanded considerably over the past four years. The location is ideal for the Authority, since its largest garage facility is located adjacent to the firehouse property. The Information Office will remain in a downtown location in order to make interaction with PVTA's thousands of customers more convenient.

The Authority is hoping to move to its new location in early FY '92.

Goin' to the Fair the PVTA Way

PVTA once again shuttled people off to the Big E this past year, some 13,860 of them altogether. Although the Exposition suffered one of its worst weather years in recent memory and the fair's attendance was correspondingly poor, PVTA shuttle ridership was down by less than 7% from 1988's ridership of 14,803 passengers.

Fairgoers were given the customary "good deal" for riding PVTA instead of driving: shuttle packages were just \$5, including the price of the round-trip service right to the gate. Both the Big E and PVTA were pleased with the success of the service and expect — weather permitting! — to improve their ridership numbers in 1990 with better advertising and great parking prices in downtown Springfield.



Rising Ridership and Careful Planning

For the first time in nearly five years, PVTA experienced a significant increase in its ridership this past year, up 4.6 percent for last half of FY '90.

The trend is largely attributable to the tightening economy in Massachusetts, according to Administrator Robert Manz. "When the economy goes bad," he explains, "you have more people riding the buses. When the economy is healthy, people naturally want to go out and buy a car."

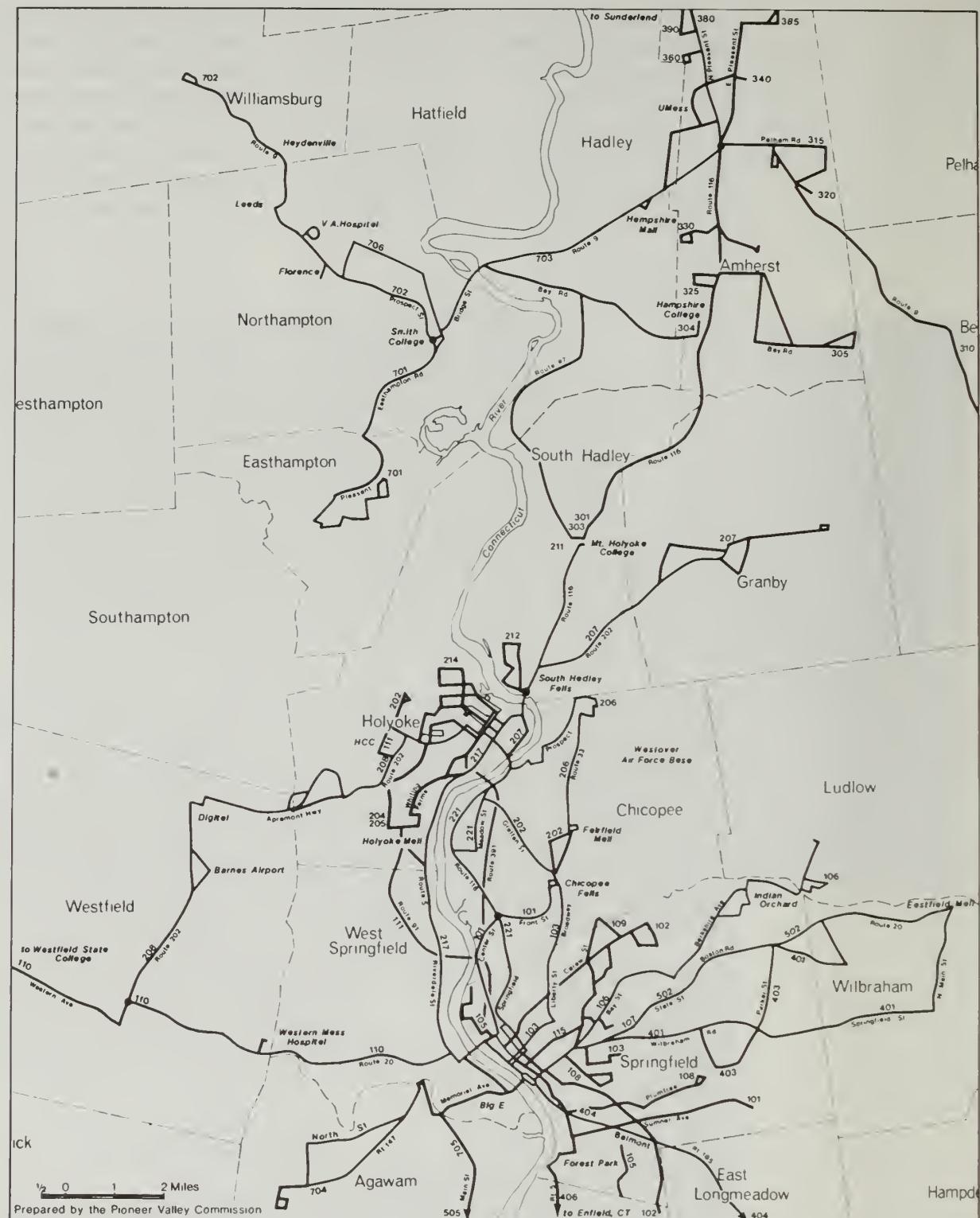
From January to May of 1990, PVTA carried 5,210,847 passengers, as compared to 4,983,217 for the same period in 1989. Farebox revenue for the first five months of 1990 totaled \$1,052,812, up \$129,801, or about 14 percent from the \$923,011 revenue realized for the same period in 1989. Some of this increase can be attributed to a 5 cent fare increase which became effective in October, raising the cash fare from 55 to 60 cents.

PVTA is working hard to maintain its current passengers with high quality service. As part of these efforts, the Pioneer Valley Planning Commission, under the direction of PVTA, undertook a massive on-board survey project in May of 1990. The survey, according to PVPC Transportation Planner Jim Cope, was both attitudinal and behavioral. The results, expected in early FY '91, should give PVTA a foundation upon which to build its planning and service programs in the coming years.

In addition to this all-encompassing communications effort, which gave riders the opportunity to express their likes and dislikes to the Authority, other smaller and more focused studies of individual routes were conducted during FY '90. These studies will help the Authority adjust and improve its service, ultimately creating a more cost-effective system which responds to the needs of the community.



PVTA Service Area Map



Board Members and Designees — FY '90

Community	Member	Designee	Community	Member	Designee
<i>Agawam</i>	Christopher C. Johnson Mayor 36 Main Street Agawam, MA 01001 786-0400 (Town Hall)	Richard Mundo Council on Aging 57 Wright Street Agawam, MA 01001 786-0400	<i>Ludlow</i>	William R. Rooney Chairman Board of Selectmen 488 Chapin Street Ludlow, MA 01056 589-7511 (Town Hall)	Julia M. Chmura Council on Aging 37 Chestnut Street Ludlow, MA 01056 583-8581 (Business) 583-6623 (Home)
<i>Amherst</i>	Edith L. Wilkinson Chair Board of Selectmen 4 Boltwood Avenue Amherst, MA 01002-2351 2S3-9707 (Town Hall)	John Clobridge Council on Aging 70 Boltwood Walk Amherst, MA 01002 256-4057 (Business) 586-7778 (Home)	<i>Northampton</i>	David B. Musante, Jr. Mayor 210 Main Street Northampton, MA 01060 586-6950 (City Hall)	Ann L. Dunphy 69 Marian Street Northampton, MA 01060 781-1314 Ext. 3824 (Business) 584-2525 (Home)
<i>Belchertown</i>	Pauline C. Johnson Chairman Board of Selectmen 2 Jabish Street Belchertown, MA 01007 323-7251 (Town Hall)	Shirley Dorey 41 Springfield Road Belchertown, MA 01007 323-7444 (Home)	<i>Pelham</i>	Steven F. Bradley Chairman Board of Selectmen 351 Amherst Road, RFD #2 Pelham, MA 01002 2S3-7129 (Town Hall)	Clarice Brows Thorp 9 Harkness Road Pelham, MA 01002 256-8019 (Home)
<i>Chicopee</i>	Joseph J. Chessey, Jr. Mayor Market Square Chicopee, MA 01020 594-4711 (City Hall)	Shelley Modell Council on Aging 7 Valley View Court Chicopee, MA 01020 534-3698 (Business) 586-8085 (Home)	<i>South Hadley</i>	Roger R. Perreault Chairman Board of Selectmen 116 Main Street South Hadley, MA 01075 538-5017 (Town Hall)	Allen W. Henry 41 Lamb Street South Hadley, MA 01075 532-5166 (Home)
<i>Easthampton</i>	Jeannette G. Davis-Harris Chairman Board of Selectmen 43 Main Street Easthampton, MA 01027 527-0818 (Town Hall)	Margherita Y. Burnett 18 Oliver Street Easthampton, MA 01027 527-6151 (Business) 527-4021 (Home)	<i>Springfield</i>	Mary E. Hurley Mayor 36 Court Street Springfield, MA 01103 787-6100 (City Hall)	Joseph Stefanowicz Planning Department 36 Court Street Springfield, MA 01103 787-6020 (Business)
<i>East Longmeadow</i>	Lawrence J. Levine Chairman Board of Selectmen 60 Center Square East Longmeadow, MA 01028 525-5428 (Town Hall)	David S. Pond 52 Melwood Avenue East Longmeadow, MA 01028 525-2748 (Home)	<i>Sunderland</i>	Paul Korpita Chairman Board of Selectmen 112 North Main Street Sunderland, MA 01375-9599 665-4414 (Town Hall)	Marion B. Rhodes 114 North Silver Lane Sunderland, MA 01375-9599 545-2534 (Business) 665-3517 (Home)
<i>Granby</i>	Cynthia R. Watson Chairman Board of Selectmen State Street Granby, MA 01033 467-7177 (Town Hall)	Mailing address for Ms. Watson: SS9 Amherst Road Granby, MA 01033 586-3600 (Business) 467-7674 (Home)	<i>Ware</i>	Stanley J. Pajak Chairman Board of Selectmen Town Hall Ware, MA 01082 967-5289 (Town Hall)	Gertrude T. Hamelin P.O. Box 22 Ware, MA 01082 967-7S66 (Home—Unlisted)
<i>Hadley</i>	Noreen D. Ciajlo Chairman Board of Selectmen 52 Middle Street Hadley, MA 01035 586-0221 (Town Hall)	Robert Kozash 6 Algonquin Drive Hadley, MA 01035 203-654-3555 (Business)	<i>Westfield</i>	George A. Varelas Mayor 59 Court Street Westfield, MA 01085 568-9181 (City Hall)	James M. Boardman Director Community Development Dept. 59 Court Street Westfield, MA 01085 568-9181 (Business)
<i>Hampden</i>	Richard R. Green Chairman Board of Selectmen 62S Main Street Hampden, MA 01036 566-3713 (Town Hall)	James D. Smith Board of Selectmen 62S Main Street Hampden, MA 01036 566-3713 (leave messages) 566-3300 (Home)	<i>West Springfield</i>	Richard C. Newman Chairman Board of Selectmen 26 Central Street West Springfield, MA 01089 781-7550 (Town Hall)	Virginia Thompson Council on Aging 128 Park Street West Springfield, MA 01089 781-7550 (Business) 786-2644 (Home)
<i>Holyoke</i>	Martin J. Dunn Mayor City Hall Holyoke, MA 01040 534-2170 (City Hall)	William M. Foley M.A.P. Director City Hall Holyoke, MA 01040 534-2150 (Business)	<i>Wilbraham</i>	G. Louise Voss Chairman Board of Selectmen 240 Springfield Street Wilbraham, MA 01095 596-8111 (Town Hall)	Richard Phelps 12 Primrose Lane Wilbraham, MA 01095 596-8S12 (Home)
<i>Leverett</i>	Gary D. Gruber Chairman Board of Selectmen Town Hall Leverett, MA 01054 548-9150 (Town Hall)	—	<i>Williamsburg</i>	Jeffrey S. Ciuffreda Chairman Board of Selectmen 141 Main Street Haydenville, MA 01039 268-7301 (Town Hall)	Betty Rice 25 Nash Hill Road Williamsburg, MA 01096 584-7674 (Home)

FY 1990 Budget

Account #	Title	Amount
GENERAL ADMINISTRATION		\$ 637,966
<u>Personnel</u>		<u>\$ 422,666</u>
<u>Office & Travel</u>		<u>\$ 87,000</u>
503.990	Copying & Printing	\$ 6,000
504.991	Equipment & Maintenance	5,000
504.992	Supplies	11,000
505.020	Telephone & Postage	14,000
509.011	Registration	2,000
509.012	Memberships	2,000
509.021	Travel — In-State	3,000
509.022	Travel — Out-of-State	4,000
509.080	Advertising	6,000
512.120	Rent & Janitorial	34,000
<u>Consulting Services</u>		<u>\$ 128,300</u>
503.031	Legal	\$ 13,000
503.033	Planning	25,300
503.034	Marketing	90,000
DIRECT ADMINISTRATION		\$ 1,377,500
503.036	Auditing	\$ 40,000
503.037	Service Charges	12,000
503.050	Shelter Maintenance	28,000
503.052	Computer Maintenance	45,000
506.030	Insurance	695,000
511.010	Capital Debt Service	17,500
511.020	Interest-Temporary Borrowing	540,000
<u>Subsidy Agreements</u>		<u>\$ 8,327,601</u>
TOTAL BUDGET		<u>\$ 10,343,067</u>

Balance Sheet

As of June 30, 1990

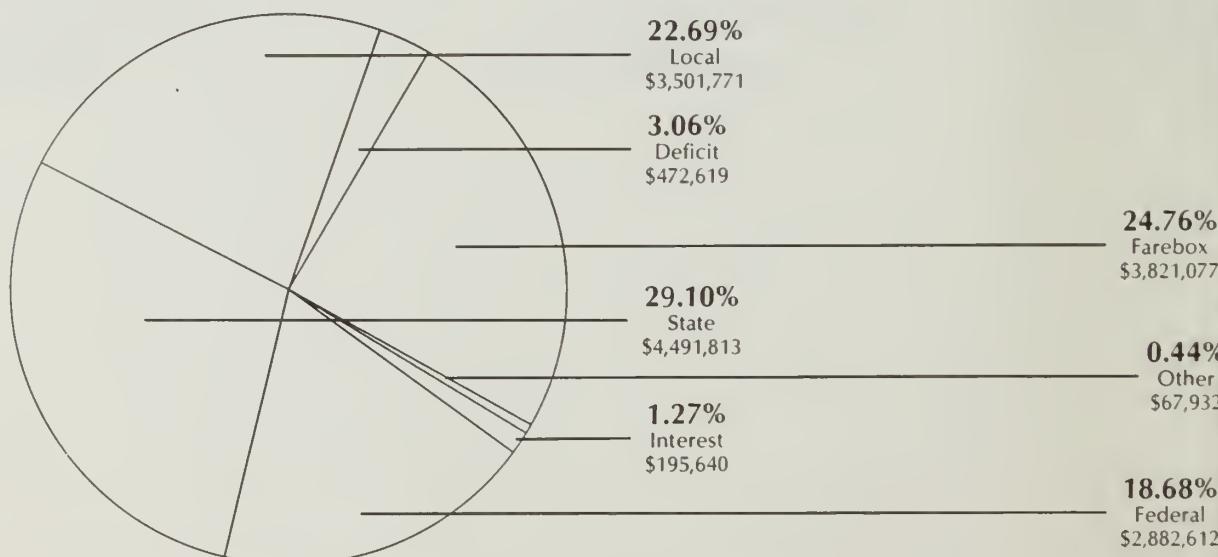
Assets	Authority	Capital Grants
Current Assets		
Cash & Short Term Investments	\$ 1,336,769	\$ 46,219
Accounts Receivable:		
Commonwealth of Massachusetts	7,823,164	—
Urban Mass Transportation Administration	1,379,457	161,069
Other	241,267	10,671
Transportation Subsidy Receivable	—	—
Prepaid Expense	166,592	—
Due from Operating Grants	—	942,618
Total	\$ 10,947,249	\$ 1,160,577
 Property Plant & Equipment	\$ 3,000	\$ 14,450,031
Bond Cost	—	257
 Total Assets	\$ 10,950,249	\$ 15,610,865
 Liability & Equity		
Current Liabilities		
Accounts Payable	\$ 46,890	\$ 260,746
Transportation Subsidy Payable	504,787	—
Bank Overdraft	—	—
Due to Capital Grants	942,618	—
Deferred Income — Commonwealth of Massachusetts	—	513,507
Revenue Anticipation Notes	9,000,000	—
Accrued Interest	510,237	4,011
Accrual for Accident Claims	403,860	—
Accrued Payroll & Related Withholdings	14,475	—
Payable — University of Massachusetts	—	4,678
Transportation Bonds	—	225,000
Total	\$ 11,422,867	\$ 1,007,942
 Equity-Contributed Capital	—	14,130,305
 Total Liabilities & Equity	\$ 25,553,172	\$ 1,007,942

Statement of Revenue, Expense and Contributed Capital

For the Year Ended June 30, 1990

	Authority Operations	Transit Operations
Revenue:		
Passenger	—	\$ 3,821,077
Advertising	—	67,932
Interest	\$ 195,640	—
Miscellaneous	—	—
Total Operating Revenues	\$ 195,640	\$ 3,889,009
Operating Expenditures:		
Personnel	\$ 390,928	\$ 9,051,084
Professional Services	239,525	97,625
Materials	40,561	1,757,646
Utilities	13,749	231,796
Insurance	46,747	681,214
Taxes	—	52,647
Elderly & Handicapped Services	—	1,718,228
Miscellaneous	8,272	248,603
Interest	663,902	—
Lease & Rental	41,125	—
Compensation to Carriers	—	149,812
Total Expenditures	\$ 1,444,809	\$ 13,988,655
Net Cost of Service	\$ (1,249,169)	\$ (10,099,646)
Federal Assistance	\$ 2,882,612	—
State Assistance	4,491,813	—
Local Assistance	3,501,771	—
Authority Assistance	(9,627,027)	9,627,027
General Operating Fund Balance	\$ 0	\$ 472,619

Total
Operating
Revenue

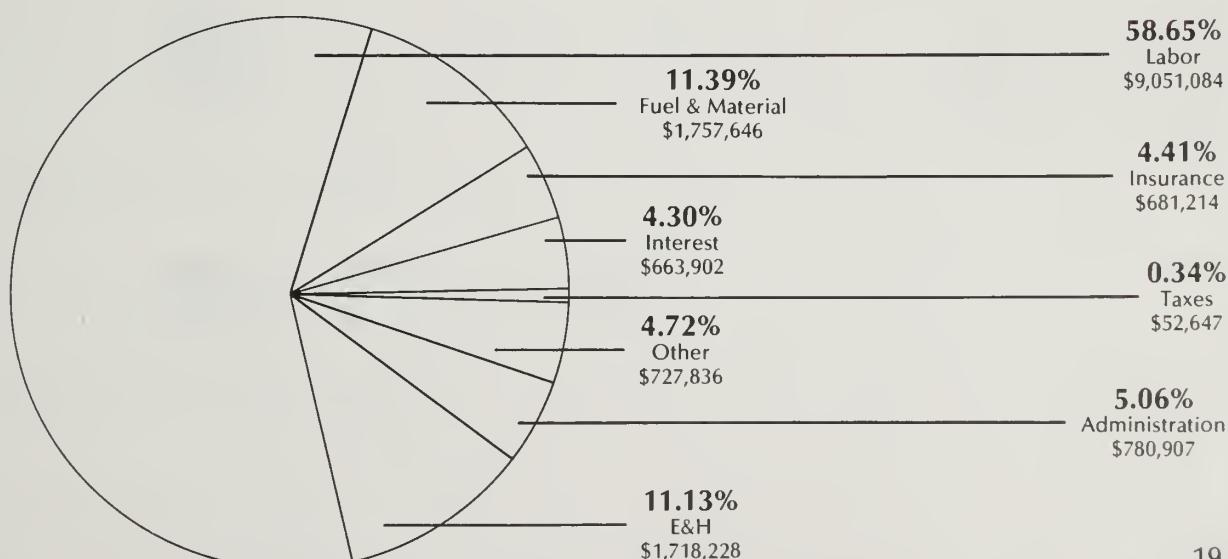


Capital Expenditures (Open Grants)

As of June 30, 1990

	Total Authorized	Total Expended	Balance
Buses	\$ 3,682,150	\$ 1,431,514	\$ 2,250,636
A/C Retrofits	110,990	110,990	—
Rebuild Buses	2,217,796	1,799,011	418,785
Passenger Shelters	525,000	212,083	312,917
Passenger Vans	1,455,000	1,292,955	162,045
Bus Stop Signs	10,000	6,396	3,604
Automobile	72,000	33,754	38,246
Radio Equipment	100,000	14,559	85,441
Counter	—	—	—
Parts	405,571	268,670	136,901
Tires	—	—	—
Planning	162,962	180,465	(17,503)
Information Centers	75,000	43,064	31,936
Vaults & Fareboxes	120,000	113,113	6,887
Equipment	444,000	367,203	76,797
Land, Buildings, Fixtures	5,608,800	5,569,383	39,417
Mgmt. Information Services	220,000	227,509	(7,509)
Maintenance Vehicles	54,000	47,535	6,465
Support Vehicles	90,000	40,797	49,203
Elec. Dest. Signs	75,000	432,789	(357,789)
Retro Wheelchair	60,000	—	60,000
Bus Locator	401,390	443,667	(42,277)
Total	\$ 15,889,659	\$ 12,635,457	\$ 3,254,202
Funding			
Federal	\$ 12,711,727	\$ 10,108,366	
State	1,588,966	1,263,546	
Local	1,588,966	1,263,546	
Total	\$ 15,889,659	\$ 12,635,457	

Total
Operating
Expense



Operation Services

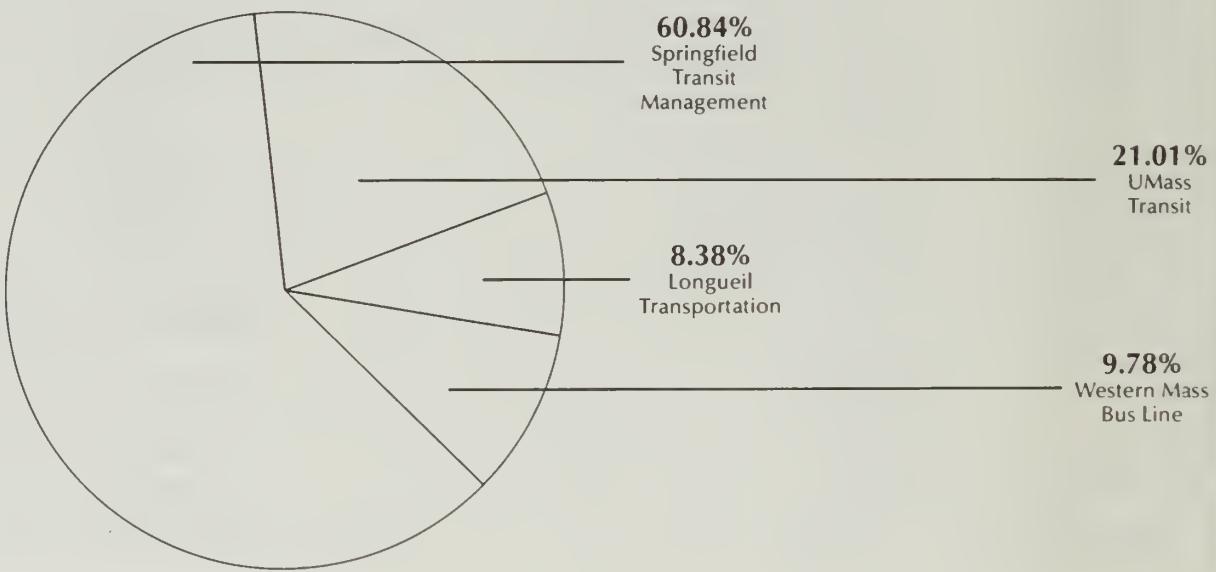
For the Year Ended June 30, 1990

	Net Subsidy	Passenger Revenue	Passengers	Miles
Springfield Transit				
Management	\$ 5,746,079	\$ 2,871,798	6,679,863	2,718,944
UMass Transit	1,530,790	—	2,851,870	938,859
Longueil Transportation	709,078	219,780	655,555	374,303
Western Mass Bus Lines	1,008,715	113,626	1,144,076	436,945
Total Fixed Route	\$ 8,994,662	\$ 3,205,204	11,331,364	4,469,051
Elderly & Handicap	1,148,179	677,079	348,718	1,163,739
Total	\$ 10,142,841	\$ 3,882,283	11,680,082	5,632,790

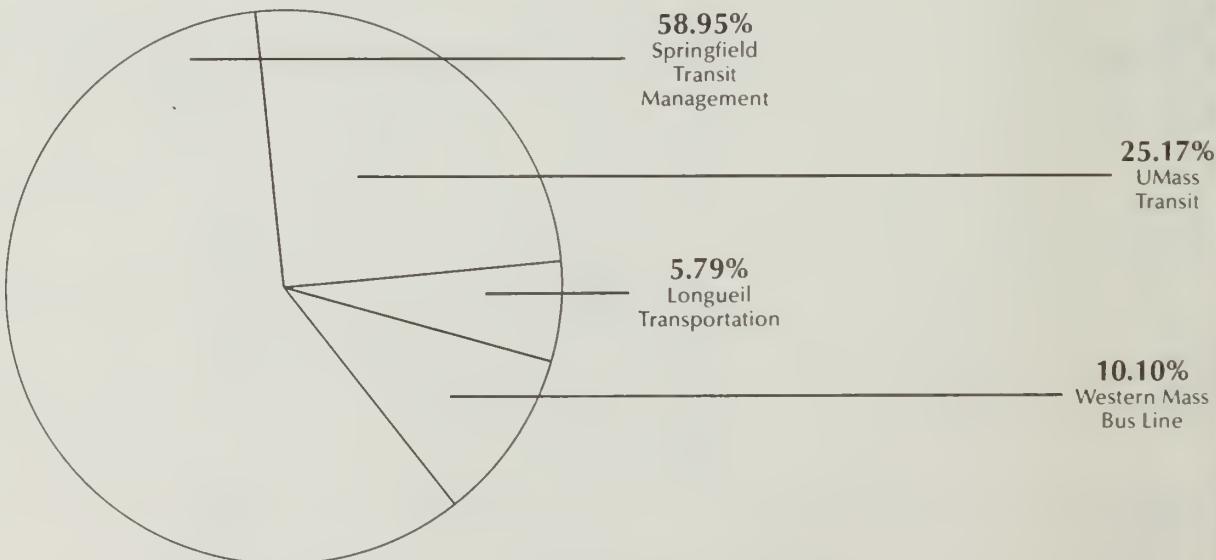
Passengers Per Mile

2.46	Springfield Transit Management	1.75	Longueil Transportation
3.04	UMass Transit	2.62	Western Mass Bus Lines

Percentage of Total Fixed Route Miles Served by Operator



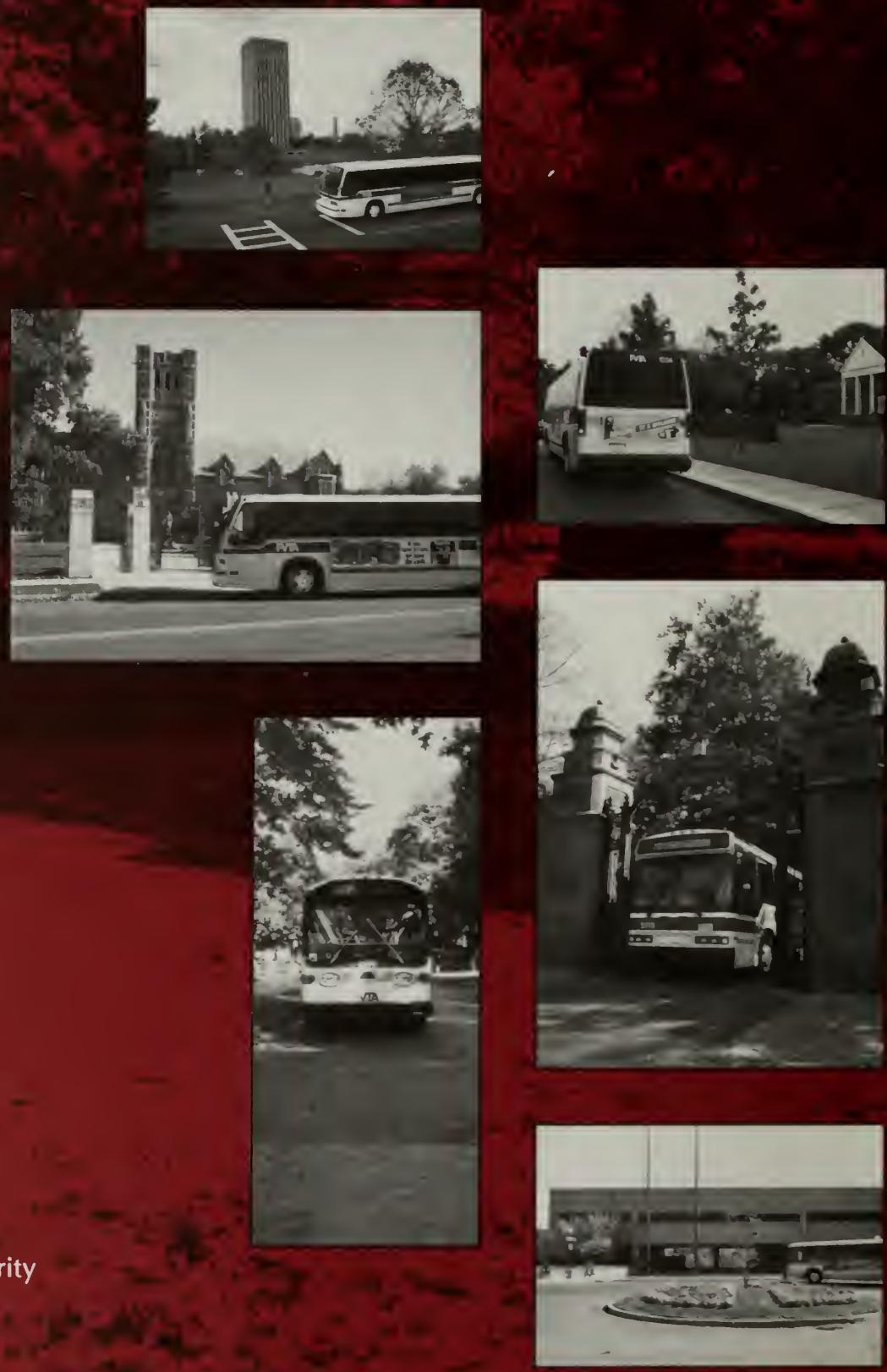
Percentage of Total Fixed Route Passengers Carried by Operator



44
59
03
45
51
39
00
56
55
50
53



Pioneer Valley Transit Authority
1365 Main Street
Springfield, MA 01103
(413) 732-6248



MASS. Y3. PVT A1:1/1991

P V T A
Annual
Report
1991

GOVERNMENT DOCUMENTS
COLLECTION

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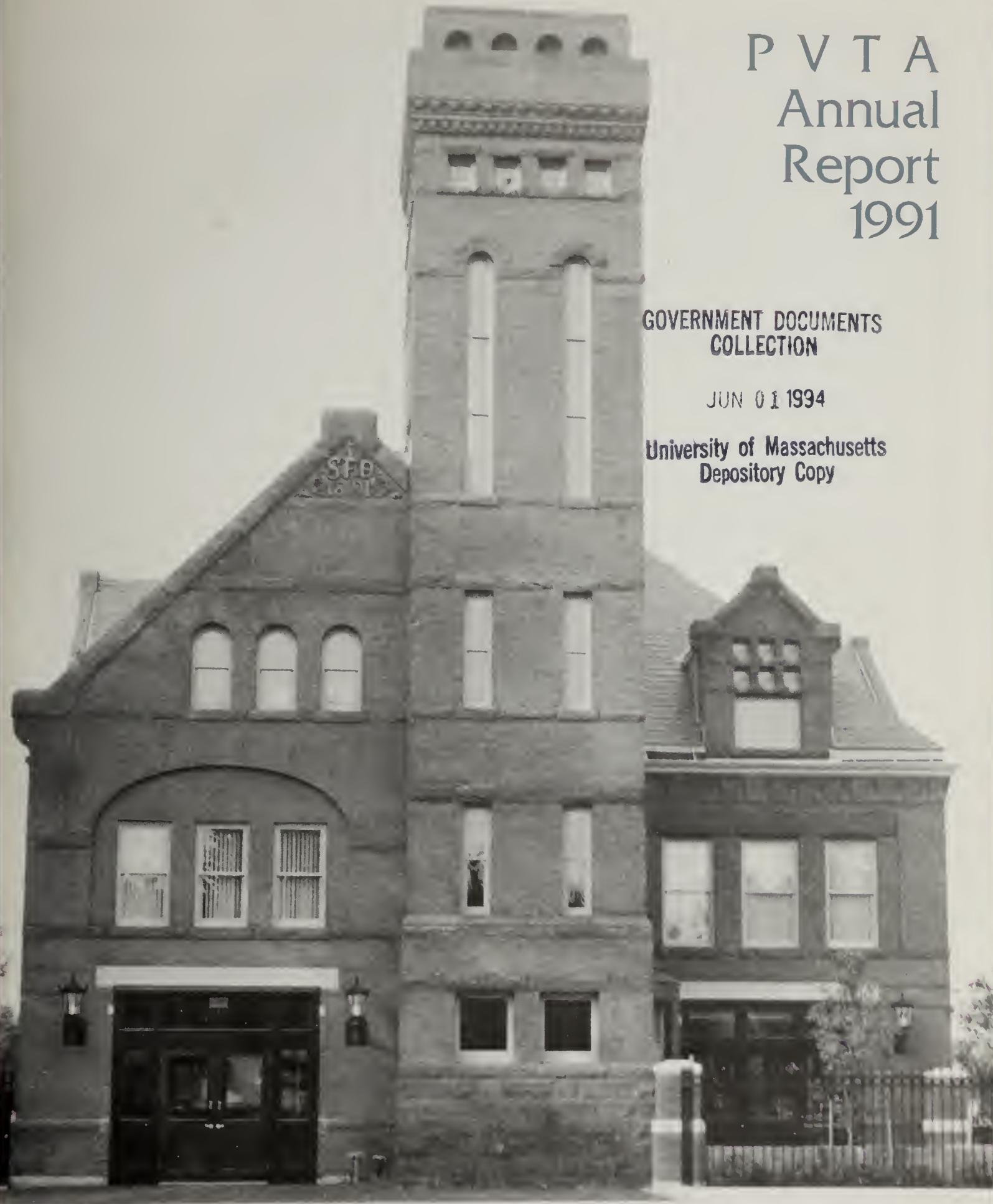


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Photo Courtesy of Carl E. Hartdegen

A Letter from the Chairman **Change and Progress at PVTA**

People say the more things change, the more they stay the same. PVTA has seen a lot of change and progress over the last several years, and no doubt there's more to come. But one thing has — and will — stay the same: *PVTA's commitment to providing high quality, cost-effective public transportation that meets the needs of as many people as possible in the Pioneer Valley.*

In FY'91 we found ourselves struggling against changing funding situations, changes in passenger needs and trends, and changes in the economy and employment structure of Western

Massachusetts. These changes were both frightening and challenging, because PVTA's mission of providing public transportation remained unchanged. In looking back, we can be proud of how we handled the changing constraints under which PVTA operates. We met the challenges set before us head on and with the determination necessary to succeed.

The changes we will see in FY'92 will be different: a new business location, which will provide PVTA staff members better access to the daily transit operations at PVTA's Springfield garage; a new administrator to take us into PVTA's next full decade of service; and, hopefully, a change in America's attitude toward public transportation. The coming decade will no doubt challenge us as well, with ever-tightening funding for public transit and a greater demand for service to the disabled under the Americans with Disabilities Act (ADA). As we move into FY'92, we will be called upon again and again to remember that although the environment in which PVTA operates is constantly changing, the mission and level of achievement at PVTA *must* always stay the same.

James M. Boardman
Chairman,
PVTA Advisory Board

A Letter from the Administrator

Looking Back...

When I retire from PVTA on December 31, 1991, it will have been after 11 years and 153 days with the Authority, the longest work period for one employer in my 36-1/2 year career. Coming to the Pioneer Valley from Albany, I found the life-style and environment superior. My work environment, too, has been great and the accomplishments many. Nothing can be achieved without good people and teamwork, and I was fortunate to find both at PVTA. The 1980s were a time of building a solid foundation upon which the Authority can grow during the 1990s, and I am proud to have been instrumental in forming the Transit 1990s Task Force, the group charged with studying the best way for the Authority to approach the next decade.

I look back at all the transit community has accomplished during my tenure with PVTA, and I am proud to have been a part of such progress. PVTA has achieved a consolidation in transit management, from five carriers (including Western Mass. Bus Lines, UMass Transit, Holyoke Street Railway Co., Springfield Street Railway Co., and Longueil) to two carriers (Transit Express and UMass Transit). The resulting savings was in excess of 1 million dollars annually. PVTA has built new facilities at UMass and in Northampton; rebuilt its facility in Springfield; and phased out the Holyoke Street Railway and East Longmeadow facilities as part of an overall savings effort. The Authority's new headquarters at 2808 Main Street will be an unmatched achievement in historic renovation in Springfield.

PVTA has built and maintained a superior fleet of vehicles, including new buses in 1980, 1982 and 1986, new vans almost every year and a new fare collection system. And a new radio system is on the way in FY'92. PVTA has also led the way with transit system computerization, installing an innovative, specially designed system for its finance department and carriers and desktop publishing for its marketing and public information departments.

In my 11 years with the Authority, I have had the pleasure of working with some very committed and energetic advisory board members. Their personal drive and belief in the value of transit to our community has guided PVTA staff members throughout the years. Longtime members such as Shirley Dorey, Jim Boardman, John Clobridge, and Clarice Brows Thorp, among others, have inspired the Authority staff with their commitment and dedication to their voluntary positions on the advisory board. And my special thanks to Jeff Spear, then Advisory Board Chairman, for bringing me to the Pioneer Valley.

When I leave my office on that last day in December, I will take with me some of the fondest and most satisfying memories a person could accumulate in a career. And I will watch with interest throughout the 1990s as PVTA, under the constant leadership of the advisory board and with the direction of a new administrator, continues to build upon the foundation we have laid in the 1980s.



Robert D. Manz
PVTA Administrator

PVTA Staff Members

For the Fiscal Year 1991



Marlene Connor
Director of Programs
& Planning



Cynthia D. Landers
Financial Officer



Jennifer Donais
Director of Marketing
& Public Relations



Pamela Wells
Special Services
Coordinator



Patricia O'L. Robitaille
Assistant Financial Officer &
System Administrator



Carolyn Hart
Accountant



Darlene McAuliffe
Assistant Special Services
Coordinator



PVTA Information Specialists

Standing (left to right): Rose Marie Lewis, Carol Chenevert,
Kay Lanzetta; seated: Kathleen Garrity and Simone Couture.



Mary Commissio
Information Supervisor
& Office Manager



Angela Thomas
Executive Secretary & Clerk
of the Advisory Board

New Decade, New Business Location

In FY'91, PVTA moved steps closer to its impending change of business location with the renovation of the Old North Main Street Firehouse beginning in July of 1990. During the first month of the fiscal year, Phase I of the reconstruction project was begun by Baystate Asbestos Removal, Inc., of Springfield. Removing the existing asbestos from the 1891 structure marked the first step in the renovation of the historic building, which PVTA purchased in 1987.

In December of 1990, a groundbreaking ceremony was held to kick off the main reconstruction effort by Fontaine Bros., Inc., under the architectural direction of Meyer & Meyer, Inc., of Boston. Work was undertaken in earnest with an expected occupancy date of October, 1991, a fitting celebration of the building's centennial.

Capital grants from the Urban Mass Transportation Administration (UMTA) were used to help PVTA defray the costs of reviving the firehouse's past glory. Because the building will be eligible for the National Historic Register, all renovations have been undertaken with care and approved by the Springfield Historical Commission. The firehouse's original slate roof was repaired and the exterior brick chemically washed. Original window and door frames were preserved, as were some of the building's most unique features like the hose tower and an original arched doorway on the first floor.



Photo by Neil Doherty Commercial Photography



Photo by Neil Doherty Commercial Photography

The firehouse was originally designed by the architectural firm of Richmond and Seabury and used to house horse-drawn fire-fighting equipment. It features wooden floors, a stone and brick facade, double-hung and half-circle windows, and "the best intact tower remaining in the city," according to Springfield Historical Commission Chairwoman Frances Gagnon. The one hundred year old structure, which features some outstanding examples of 19th century craftsmanship, was taken out of service by the city of Springfield in 1987, when it was determined that a new fire station would be more cost-effective.

When complete, the firehouse will offer PVTA spacious offices and meeting rooms, including an impressive third floor board room which features exposed original trusses, new mahogany built-ins and a conference table with glass inserts, as well as three smaller committee rooms. The Clarice Brows Thorp Conference Suite, also on the topmost floor of the firehouse, includes a modest size meeting room and the hose tower committee room, a unique space with great character and charm. This suite of rooms was dedicated to Mrs. Thorp upon her retirement from PVTA's Advisory Board in March of 1991 after over a decade of service to the board.

With the Authority's transit garage located directly adjacent to the Old North Main Street Firehouse, the new offices will offer PVTA staff members accessibility to transit operations and a logical and convenient location for administrative functions. It will also become an unmatched achievement in preserving a bit of Springfield's history.



Photos by Neil Doherty Commercial Photography



Changing Attitudes Toward Driving and Parking

As part of PVTA's continuing efforts to encourage Pioneer Valley residents to leave their cars at home occasionally, the Pioneer Valley Transit Authority ran its Big E-xpress shuttle again in FY'91.

The annual Eastern States Exposition brings many residents and visitors to the Springfield area. In an effort to assist the Big E with parking and traffic problems, PVTA runs its shuttle bus every twenty minutes between downtown Springfield and the fairgrounds in West Springfield. The shuttle provides not only convenient, but also economical transportation to the fair. In cooperation with the Big E and the Springfield Parking Authority, PVTA offered 1990 fairgoers a shuttle ride they couldn't refuse. PVTA's \$5.00 Big E-xpress package included a reduced price Expo admission ticket and round-trip shuttle fare, saving customers \$2.00 off the regular admission price plus delivering them right to the fair's front gate! And as a further enticement to park and ride to the fair, the Springfield Parking Authority offered a special all-day parking rate of \$3.00 for those customers showing a Big E ticket stub when exiting the I-91 north or south parking lots on Columbus Avenue.

It was unquestionably a great deal. And it resulted in an unquestionably successful year for both shuttle ridership and Big E attendance. In 1990, more riders than ever took advantage of PVTA's convenient shuttle service to the Big E, a record-breaking 29,423 passengers over the course of the 12-day exposition. Shuttle ridership in 1990 broke the previous all-time high ridership of 20,379, set in 1985.



worked *together* to communicate to fair-goers the convenience and savings they could expect from PVTA's shuttle service."

As part of the overall effort to change peoples attitudes toward riding the bus, the Big E-xpress shuttle plays a valuable role. "I've always believed that if we get people onto the bus once and give them a good ride experience, they will see that transit can be a very convenient, economical and enjoyable alternative to driving their cars," Donais said.

PVTA's main office staff worked hard to keep pace with the demand for tickets, and the line of waiting customers often stretched out the door. In addition to selling the package from the office, the Authority also set up two Steyr minibuses — outside Center Square and at the I-91 North parking garage on Columbus Avenue — to make the package available on weekends during the fair.

PVTA Director of Marketing and Public Relations Jennifer Donais said that this year's success presents a challenge for FY'92. "I'm hoping that we can use what we learned in 1990 to improve ridership even further in September of 1991." She also said credit for the shuttle's success must be shared with the Expo's staff. "This year, we

Serving the Changing Needs of the Valley

In an effort to streamline and improve service to residents of the Pioneer Valley, PVTA made several cost-effective minor service adjustments during FY'91. These improvements in service and efficiency resulted in a total operational savings of over \$200,000 annually.

PVTA conducted a series of public hearings to gather community input on proposed service changes. Working with the communities involved, the Authority was able to streamline transit service to meet the needs of passengers in each community.



In order to improve efficiency and cost-effectiveness on Route 404 (East Longmeadow), the Authority began running a ten-passenger van on that route in early September. The van, which can be operated and maintained at a lower cost to PVTA, makes a positive connection with PVTA's Route 102 for a continued ride into downtown Springfield from East Longmeadow. Positive transfers take place when one vehicle waits to meet the other, allowing transferring passengers to avoid standing outside while waiting for their connection.

The positive transfer/smaller vehicle formula was also applied to PVTA's Route 406 (Longmeadow/Enfield) in January of 1991. Passengers wishing to travel to or from downtown Springfield can now catch the 406 bus via positive transfer at the intersection of Sumner Avenue and Fort Pleasant Avenue in Springfield. Ridership on both routes 404 and 406 allowed for the use of a smaller vehicle, and the resulting savings helped to curb the Authority's operating expenses and maintain a balanced budget for FY'91.

Other improvements were made this year on PVTA's routes 107, 204 and 205. With minor adjustments such as a change in turnaround point, PVTA was able to save nearly \$93,000 annually, while still providing excellent service to the riders of these routes.

After extensive study by PVTA staff members and the Pioneer Valley Planning Commission, the Authority undertook improvements for its service to Wilbraham and the Sixteen Acres section of Springfield. Working closely with community members, PVTA was able to maintain a high level of service while still realizing a savings of \$52,000 by eliminating Route 402, a route which duplicated the service provided by two other routes.



At the suggestion of Wilbraham transit users, PVTA focussed an intensive marketing effort on Wilbraham residents to raise awareness of PVTA's excellent transit service to their area. The Authority conducted two direct mail advertising campaigns, including distribution of a free one-week bus pass, plus a series of television commercials aimed at reminding Wilbraham residents how easy and convenient it is to use PVTA in their area.

The PVTA is always happy to provide bus service on request within budgetary and operational constraints. Service to Westfield's Center for Adults and Families began on PVTA's Route 110 in September, in response to requests by the center's Executive Director Steven Ruth. The center made every effort to relocate along an

existing route, but to no avail. PVTA modified seven runs on Route 110 to serve the new location, just 1/2 mile off route, to provide the needed service.



additional shopping. Ridership on "The Shop-Hopper" was so high that PVTA has subsequently made this deviation a permanent part of Route 217, satisfying the repeated requests of Riverdale merchants and customers.



Also in response to the requests of passengers and merchants, PVTA began a trial service to The Riverdale Shops in West Springfield between Thanksgiving and Christmas of 1990. Dubbed "The Holiday Shop-Hopper," the bus serviced the shopping center as part of the existing PVTA Route 217, providing shoppers with direct access to Riverdale merchants and a continued ride to the Holyoke Mall for



Photo by The Greniers

Our Commitment to Safety Never Changes



of Transit Express), who have vied back and forth for first place for some four years running.



later, he roped the statewide roadeo win, bringing home the MARTA Governor's Cup for the second time in four years. Among stiff competition, Truman was able to keep his cool and maneuver his bus to first place, once again proving he's a tough man to beat!

PVTA strives to maintain a safety record second to none with every vehicle it puts on the road. That means a great maintenance program, good safety instruction and plain old good driving. PVTA bus drivers get a chance every year to show off just how good they are, and FY'91 was no exception.

The weather could have been better, but spirits couldn't have been higher at PVTA's Ninth Annual Bus Roadeo, held on the campus of UMass/Amherst in August of 1990. The almost constant downpour didn't dampen the fires of competition between good-natured rivals Ramon Castro and Truman Easton (both

Twenty-two drivers representing three of the Authority's carriers participated in the roadeo, and many were cheered on by friends and family on the sidelines trying to stay dry. According to participating drivers, the rain made the course — which is difficult under the best of conditions — a nightmare. But as tough as it was, Ramon Castro and Truman Easton still came out on top, with a tied score of 549 points. Ramon took first place by completing the course in slightly less time than Truman, who was forced to settle for second place this year.

But that second place win must have given Truman the fire and fight he needed, because just one month



In yet another celebration of safety and skill, the Authority held its annual Safety Awards Ceremony at the Westover Air Force Base Open Mess in March of 1991. PVTA's best and brightest gathered to toast themselves in celebration of their outstanding safety records either on the road or in the shop.

Over 100 bus operators and mechanics from three of the Authority's carriers were honored with a dinner and presentation ceremony. According to PVTA Safety Coordinator William J. McCullough, the drivers and mechanics had compiled over 1,200 years of safety all together.

Drivers who had completed up to 15 years of accident-free driving were presented with special pins, while those with 15 or more years were awarded gift certificates to area restaurants along with pins denoting their safety record. In addition, mechanics who worked a minimum of three consecutive years without an industrial accident were presented similar awards, and 15-year veterans of safety in the shop were treated to gift certificates as well.

Special thanks was given during the ceremony to Local 448 of the Amalgamated Transit Union, whose support of PVTA's safety program is unequalled. Bus operator Joseph Pappaceno, who retired in November of 1990, was honored for his 45-year driving record.



Meeting Changing Passenger Needs

PVTA strives every day to meet the changing needs of Pioneer Valley residents. Part of that effort takes the form of special service transportation for people with special needs. PVTA's demand responsive van service is among the best in the nation, running 75 vehicles and serving 23 communities.

In cooperation with the local councils on aging and other human service agencies, PVTA provided rides for many area residents who would otherwise be unable to travel by public transportation, and wheelchair-lift equipped vans make the service accessible to the elderly and disabled passengers. In FY'91, PVTA provided nine new or replacement vehicles to the following communities: Agawam, Amherst, Chicopee (Valley Opportunity Council), Granby, Holyoke, South Hadley, Springfield (N.C.B.A.), Westfield and the University of Massachusetts.

Another program that gives PVTA the opportunity to serve the community and the Commonwealth is the Authority's Medicaid Transportation Program, established at the end of FY'90. The program is a brokerage arrangement with the state, making PVTA responsible for scheduling the trips for all medically-necessary Medicaid appointments. The goal of the program was to provide a consistently high quality trip for the passenger while also saving the state money. The program has met both goals, according to PVTA Director of Programs and Planning Marlene Connor, who was responsible for its inception. "PVTA has joined the Brockton, Worcester, Cape Cod and Montachusett transit authorities in providing this brokerage service to the state," says Connor, "And the result has been a more coordinated system that's actually saving the state money."

PVTA's Medicaid Office works with approximately eight carriers to provide trips to medical appointments for Medicaid recipients. Staff members work closely with the state welfare office to determine the eligibility and need of each patient. Patients book trips through the Authority's Medicaid Office staff, who then arrange transportation through one of the carriers and monitor it for quality and efficiency.

In FY'91 the Medicaid Program expanded to include Medicaid recipients serviced out of the Springfield, Chicopee, Westfield, Holyoke and Northampton Welfare Offices. In its first full year of operation, the PVTA Medicaid Office booked over 50,000 passenger trips, some with destinations as far as New Jersey. Pam Wells, PVTA's Special Services Coordinator, is responsible for the program's administration. According to the Medicaid Office staff, the phones ring almost continually with passengers needing transportation to medical appointments. "It's a great feeling to be able to provide this service to the state and to the people who really need it," says Wells, "That makes all the craziness and the constant ringing of the phone worth it!"

PVTA's Medicaid Transportation Office will be expanding over the next year to provide approved transportation to nursing and elder daycare facilities in coordination with the state's Medicaid Program.



Changing Our Community for the Better



In FY'91, PVTA and its staff members were involved in several projects which allowed the Authority to communicate its commitment to the community and our passengers. Many PVTA staff members were active on a volunteer basis with

local human service agencies, including Community 2000, the United Way and First Call for Help, a telephone referral service. Their participation on advisory boards and committees provided PVTA with the opportunity to reaffirm its human service mission.

PVTA and its carrier, Transit Express, were also active in BayState Medical Center's Blood Donor Program in an effort to restock the center's depleted blood supply. The drive was kicked off by PVTA Administrator Robert Manz and Transit Express General Manager Peter Hefler donating a pint each for the worthy cause. Also helping to get PVTA's and TE's participation off to the right start were driver Joe Casineau and supervisor D.J. Gonzalez.



PVTA and WHYN radio cooperated to make the holiday season a little better for those in need last year. During the last week in November, PVTA provided a bus each day on location at various Big Y Supermarkets around greater Springfield. WHYN would broadcast live from that location asking people to come down and donate non-perishable food items, with the goal of filling the bus up with food by the end of the week. That goal was met and exceeded! All the food was donated to two area food banks for holiday distribution, and the joint effort was pronounced a success

by all involved!

For the fourth year in a row, PVTA "tied one on" for a good cause, Mothers Against Drunk Driving (MADD), during the 1990 holiday season. Every PVTA vehicle was outfitted with a red ribbon to remind other drivers to stay sober while on the road. MADD's response to PVTA participation was, as usual, positive. As one of the most visible participants in the annual Red Ribbon Campaign, PVTA makes a great impact and helps MADD to communicate its message on a broader basis.

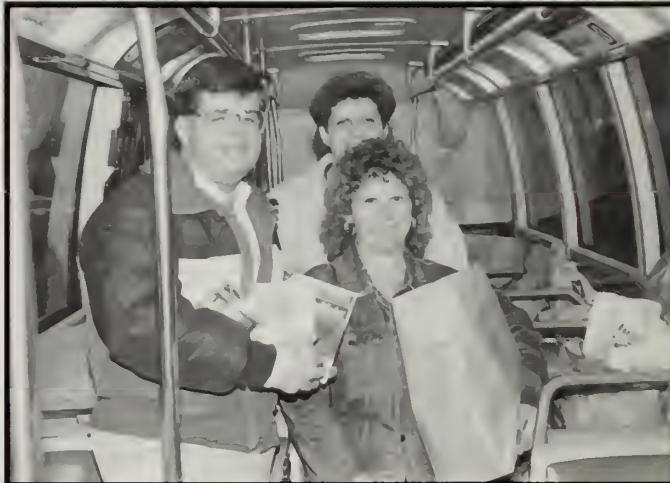
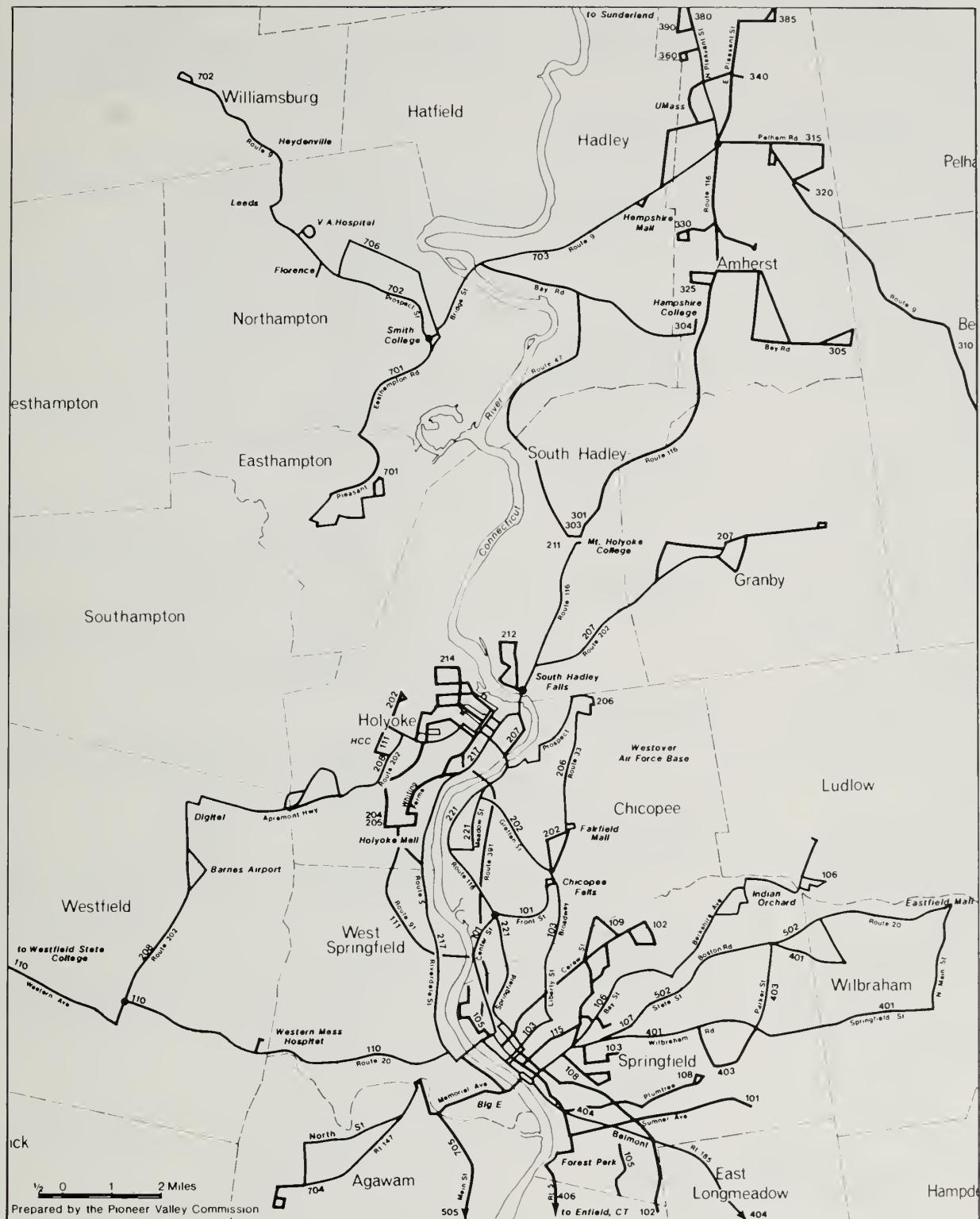


Photo Courtesy of Reminder Publications

Community involvement sometimes means just plain fun for PVTA. As usual, the Authority was treated to a special visit by Santa Claus in December. Young and old alike enjoyed having Santa as a driver, and everyone agreed that his gift of a free ride made their Christmas shopping better.

PVTA Service Area



Advisory Board Members & Designees

For Fiscal Year 1991

Agawam	Christopher C. Johnson Mayor 36 Main Street	Richard Mundo Council on Aging 57 Wright Street	Ludlow	John B. Randall, Jr. Chairman Board of Selectmen 488 Chapin Street	Julia M. Chmura Council on Aging 37 Chestnut Street
Amherst	Elisa Campbell Chair, Board of Selectmen 4 Boltwood Walk	John Clobridge Council on Aging 70 Boltwood Walk	Northampton	David B. Musante, Jr. Mayor 210 Main Street	Ann L. Dunphy 69 Marian Street
Belchertown	Herbert Squires Chairman Board of Selectmen 2 Jabish Street	Shirley Dorey 41 Springfield Road	Pelham	Steven F. Bradley Chairman Board of Selectmen 351 Amherst Road RFD #2	Clarice Brows Thorp 9 Harkness Road
Chicopee	Joseph J. Chessey, Jr. Mayor Market Square	Brian Salamon Civil Defense Director Public Safety Complex 82 Church Street	South Hadley	Raymond E. Rondeau Chairman Board of Selectmen 116 Main Street	Allen W. Henry 41 Lamb Street
Easthampton	Paul Guyette Chairman Board of Selectmen 43 Main Street	Margherita Y. Burnett 18 Oliver Street	Springfield	Mary E. Hurley Mayor 36 Court Street	Joseph Stefanowicz Planning Department 36 Court Street
East Longmeadow	Marilyn M. Richards Chairman Board of Selectmen 60 Center Square	David S. Pond 52 Melwood Avenue	Sunderland	Paul Korpita Chairman Board of Selectmen 112 North Main Street	Marion B. Rhodes 114 North Silver Lane
Granby	Bryan Hauschild Chairman Board of Selectmen State Street	Frank Hudzik 50 North Street	Ware	Stanley J. Pajek Chairman Board of Selectmen Town Hall	Gertrude T. Hamelin P.O. Box 22
Hadley	John Allen Chairman Board of Selectmen 52 Middle Street	Robert Kozash 6 Algonquin Drive	Westfield	George A. Varelas Mayor 59 Court Street	James M. Boardman Director Community Development 59 Court Street
Hampden	John M. Flynn Chairman Board of Selectmen 625 Main Street	Carolyn Brennan Council on Aging 625 Main Street	West Springfield	Martin C. Lyons Chairman Board of Selectmen 26 Central Street	Virginia Thompson Council on Aging 128 Park Street
Holyoke	Martin J. Dunn Mayor City Hall	William M. Foley M.A.P. Director City Hall	Wilbraham	Kevin Moriarty Chairman Board of Selectmen 240 Springfield Street	Richard Phelps 12 Primrose Lane
Leverett	Fenna Lee Bonsignore Chair, Board of Selectmen Town Hall	Alice Rarig Town Hall	Williamsburg	Jeffrey S. Ciuffreda Chairman Board of Selectmen 141 Main Street Haydenville, MA 01039	Betty Rice 25 Nash Hill Road
Longmeadow	Edward T. Heaphy, Jr. Chairman Board of Selectmen 20 Williams Street	Arlene Miller 68 East Greenwich Street			

FY 1991 Budget

Account #	Title	Amount
	GENERAL ADMINISTRATION	\$ 637,966
	Personnel	\$ 422,666
	Office & Travel	\$ 87,000
503.990	Copying & Printing	\$ 6,000
504.991	Equipment & Maintenance	\$ 5,000
504.992	Supplies	\$ 11,000
505.020	Telephone & Postage	\$ 14,000
509.011	Registration	\$ 2,000
509.012	Memberships	\$ 2,000
509.021	Travel - In-State	\$ 3,000
509.022	Travel - Out-of-State	\$ 4,000
509.080	Advertising	\$ 6,000
512.120	Rent & Janitorial	\$ 34,000
	Consulting Services	\$ 128,300
503.031	Legal	\$ 13,000
503.033	Planning	\$ 25,300
503.034	Marketing	\$ 90,000
	DIRECT ADMINISTRATION	\$ 1,377,500
503.036	Auditing	\$ 40,000
503.037	Service Charges	\$ 12,000
503.050	Shelter Maintenance	\$ 28,000
503.052	Computer Maintenance	\$ 45,000
506.030	Insurance	\$ 695,000
511.010	Capital Debt Service	\$ 17,500
511.020	Interest - Temporary Borrowing	\$ 540,000
	Subsidy Agreements	\$ 8,968,829
	TOTAL BUDGET	\$ 10,984,295

Balance Sheet

As of June 30, 1991

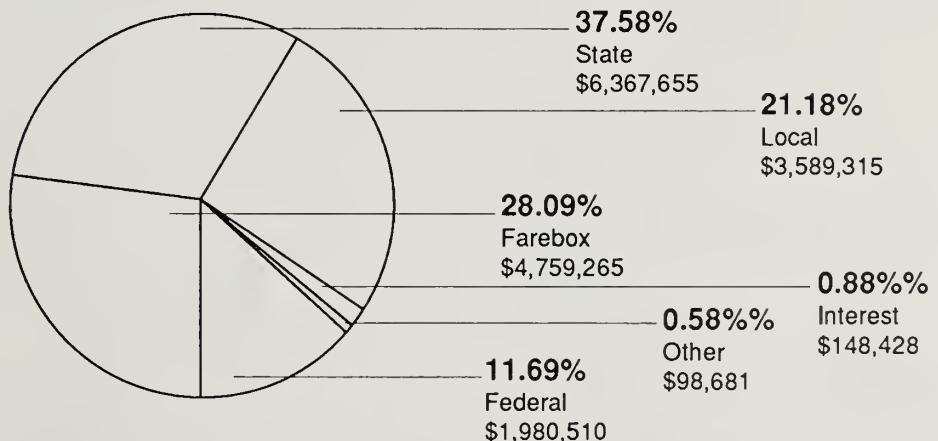
Assets	Authority	Capital Grants
Current Assets		
Cash & Short-Term Investments	\$ 250,116	\$ 650
Accounts Receivable:		
Commonwealth of Massachusetts	11,460,509	146,666
Urban Mass Transportation Admin.	189,212	53,196
Other	525,071	5,702
Transportation Subsidy Receivable	---	---
Prepaid Expense	195,942	---
Due from Operating Grants	---	1,038,841
Total	\$ 12,620,850	\$ 1,245,055
Property Plant & Equipment	\$ 2,667	\$ 13,285,457
Total Assets	\$ 12,623,517	\$ 14,530,512
Liabilities & Equity		
Current Liabilities		
Accounts Payable	\$ 255,609	\$ 258,583
Transportation Subsidy Payable	289,705	---
Due to Capital Grants	1,038,841	---
Deferred Income - Commonwealth of Massachusetts	---	845,006
Revenue Anticipation Notes	10,000,000	---
Accrued Interest	630,838	---
Accrual for Accident Claims	367,876	---
Accrued Payroll & Related Withholdings	40,985	---
Total	\$ 12,623,854	\$ 1,103,589
Equity - Contributed Capital	(337)	13,426,923
Total Liabilities & Equity	\$ 12,623,517	\$ 14,530,512

Statement of Revenue, Expense and Contributed Capital

For the Year Ended June 30, 1991

	Authority Operations	Transit Operations
Revenue:		
Passenger	---	\$ 4,759,265
Advertising	---	79,101
Interest	\$ 148,428	---
Miscellaneous	19,580	---
Total Operating Revenues	\$ 168,008	\$ 4,838,366
Operating Expenditures:		
Personnel	\$ 394,596	\$ 9,002,417
Professional Services	199,010	90,890
Materials	11,602	1,836,763
Utilities	17,051	233,783
Insurance	48,746	958,827
Taxes	---	28,810
Elderly & Handicapped Services	---	2,344,189
Miscellaneous	333	237,574
Interest	706,372	---
Lease & Rental	39,173	---
Management Fee	---	321,435
Total Expenditures	\$ 1,416,883	\$ 15,054,688
Net Cost of Service	\$ 1,248,875	\$ 10,216,322
Prior Year Deficit	---	\$ 472,283
Federal Assistance	\$ 1,980,510	---
State Assistance	6,367,655	---
Local Assistance	3,589,315	---
Authority Assistance	(10,688,605)	10,688,605
General Operating Fund Balance	\$ 0	\$ 0

Total
Operating
Revenue
\$16,943,854



Capital Expenditures (Open Grants)

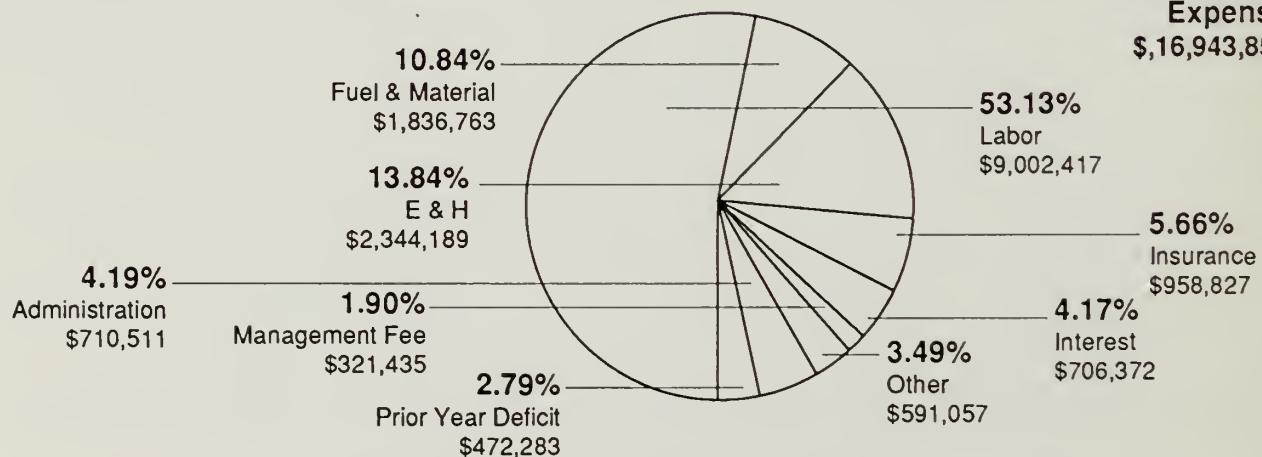
As of June 30, 1991

	Total Authorized	Total Expended	Balance
Buses	\$ 3,572,150	\$ 1,431,514	\$ 2,140,636
A/C Retrofits	---	---	---
Rebuild Buses	1,040,631	574,690	465,941
Passenger Shelters	475,000	216,573	258,427
Passenger Vans	1,145,000	1,093,100	51,900
Bus Stop Signs	10,000	12,306	(2,306)
Automobile	---	---	---
Radio Equipment	100,000	45,818	54,182
Counter	---	---	---
Parts	---	---	---
Tires	---	---	---
Planning	80,688	88,009	(7,321)
Information Centers	---	---	---
Vaults & Fareboxes	---	---	---
Equipment	153,000	152,491	509
Land, Buildings, Fixtures	6,147,380	6,292,766	(145,386)
Mgmt. Information Services	200,000	195,401	4,599
Maintenance Vehicles	65,000	67,433	(2,433)
Support Vehicles	117,000	88,012	28,988
Electronic Destination Signs	75,000	432,789	(357,789)
Retrofit Wheelchair Lifts	60,000	---	60,000
Bus Locator	401,390	443,667	(42,277)
Total	\$ 13,642,239	\$ 11,134,569	\$ 2,507,670

Funding

Federal	\$ 10,913,791	\$ 8,907,655
State	1,364,224	1,113,457
Local	1,364,224	1,113,457
Total	\$ 13,642,239	\$ 11,134,569

Total
Operating
Expense
\$16,943,854



Operation Services

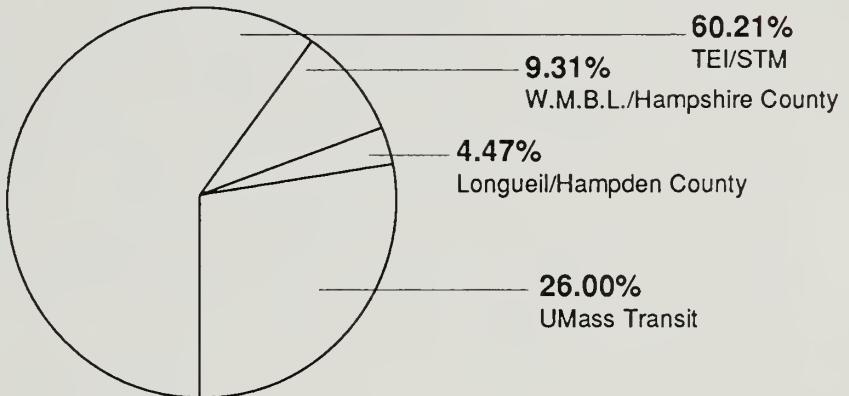
For the Year Ended June 30, 1991

	Net Subsidy	Passenger Revenue	Passengers	Miles
TEI/STM	\$ 5,877,217	\$ 2,906,210	6,621,437	2,578,756
UMass Transit	1,685,072	---	2,859,606	934,688
Longueil/Hampden County	658,151	208,815	491,880	286,064
W.M.B.L./Hampshire County	1,001,709	117,340	1,023,985	450,206
Total Fixed-Route	\$ 9,222,149	\$ 3,232,365	10,996,908	4,249,714
Elderly & Handicap	\$ 2,107,497	\$ 1,526,900	305,129	1,204,767
Total	\$ 11,329,646	\$ 4,759,265	11,302,037	5,454,481

Passengers Per Mile

TEI/STM	2.57	UMass Transit	3.06
Longueil/Hampden County	1.72	W.M.B.L./Hampshire County	2.27

Percentage of Total Fixed-Route Passengers Carried by Operator



Percentage of Fixed-Route Miles Served by Operator

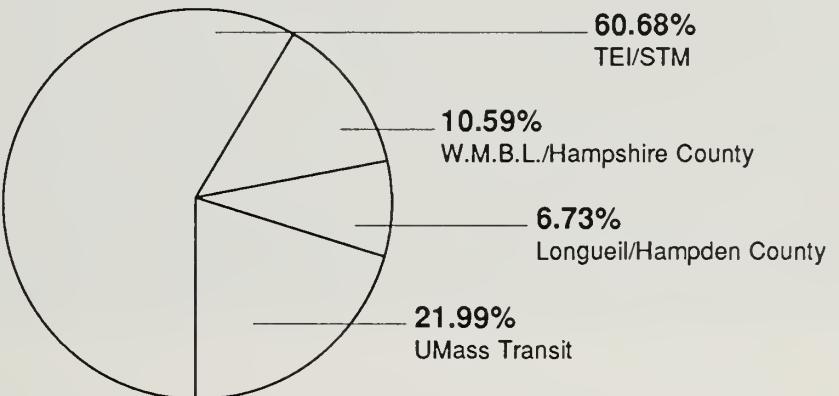
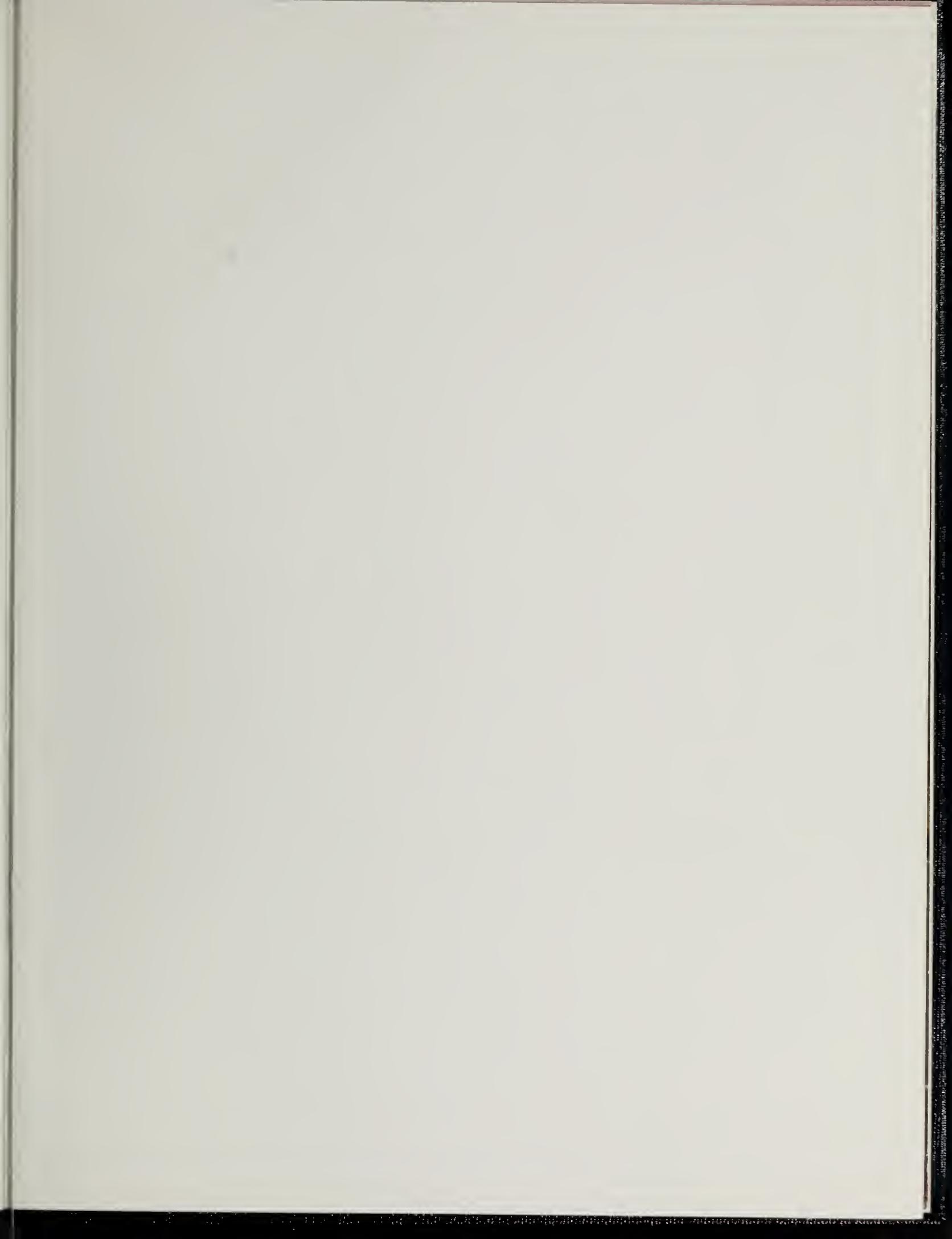




Photo by The Greniers





Pioneer Valley Transit Authority
2808 Main Street
Springfield, Massachusetts 01107
(413) 732-6248

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The 1992

1992

GOVERNMENT REPORT

Annual Report

to the

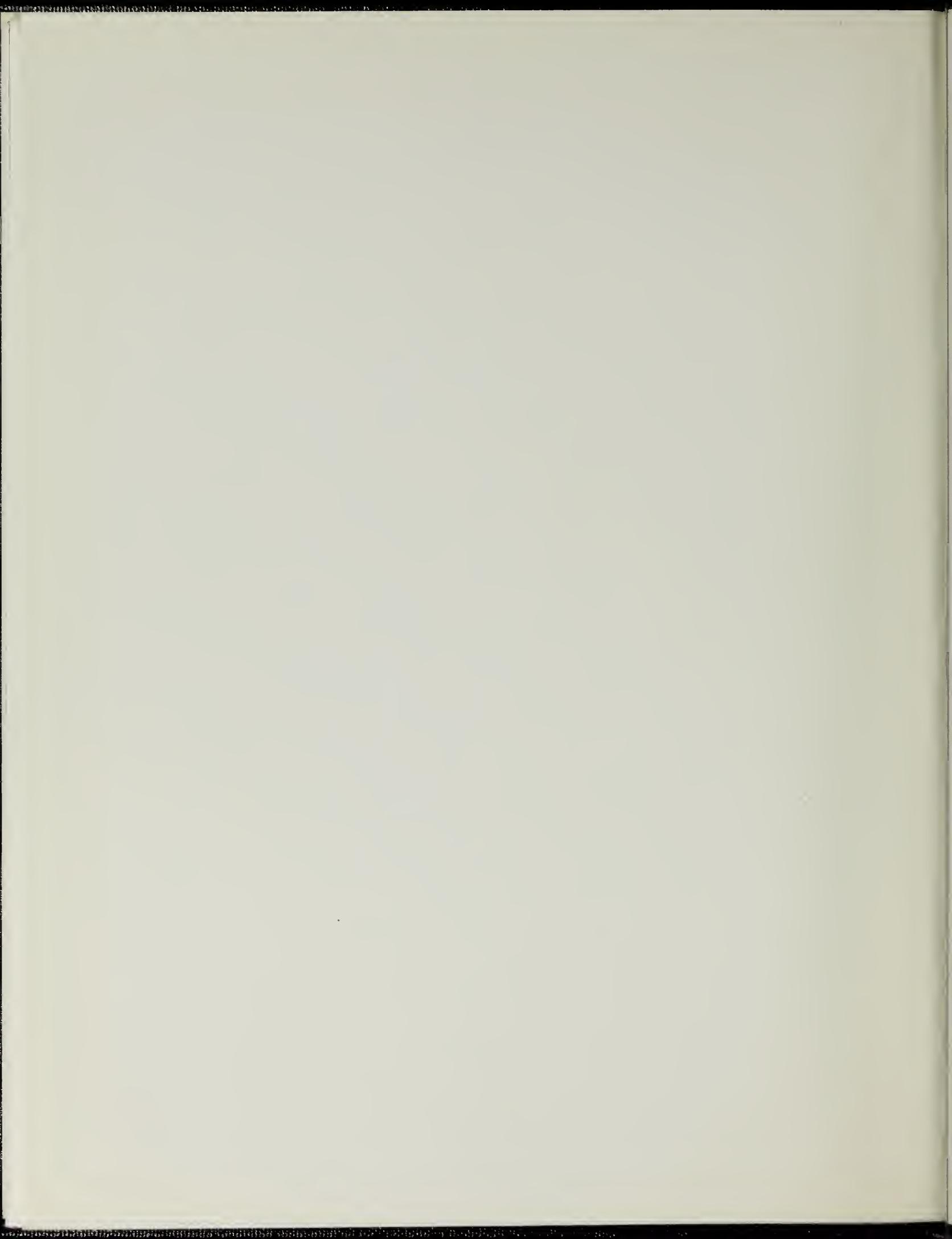
Community

of the

Pioneer Valley



REPORT



TEAM

A letter from the administrator **Marlene B. Connor**

Teamwork was the recurring theme for FY'92. With the retirement of long-time administrator Robert Manz and my interim and subsequent permanent appointment as administrator, the team at the Pioneer Valley Transit Authority pulled together during a challenging year.

The PVTA team accepted the challenge and made things happen. Our achievements included the award and administration of a \$5 million Section 3 federal discretionary grant for the purchase of 35 new, lift-equipped buses. This enabled us to begin production of buses that will update nearly one quarter of the PVTA fleet.

PVTA's commitment to the environment remains at the forefront of our capital planning efforts. When we accept delivery of the newest additions to our fleet in FY'93, the buses will be built to burn fuel cleaner and more efficiently.

PVTA teamwork also facilitated the creation of the UMTA-mandated Americans with Disabilities Act Complementary Paratransit Plan. PVTA's implementation schedule includes milestones for a fully accessible transit system in the Pioneer Valley.

The constant need for capital funding, continuous upgrading of our fleet, improved communication with the public, increasing our paratransit service and upgrading the service are all at the top of my agenda for the future.

As a team, PVTA staff, board members, operators and community leaders will ensure the safest, most convenient transit and paratransit public transportation system for the Pioneer Valley.



LOOKING AHEAD

A letter from the chairman Richard Mundo

Change was the most significant characteristic of the Pioneer Valley Transit Authority in FY'92. Newly appointed members from several of our cities and towns and newly elected officers have redefined the course of the Advisory Board. Staff changes, including the appointment of Marlene Connor to Administrator, have given the Authority a new vision regarding the methodology of providing public transportation in the Valley.

During FY'92, PVTA was successful in obtaining a federal grant for the purchase of new lift-equipped buses that will begin the process of bringing our entire fleet into compliance with the provisions of the Americans with Disabilities Act.

In the coming years, PVTA will continue to evolve into a system which will provide reliable, efficient, and sensible rapid public transit. A major study of all present routes and all aspects of service delivery is underway and will soon allow for necessary and long needed changes. Paratransit operations, as well,

will change to meet the growing demand for that service aspect. Soon we will be operating alternative fuel vans with a keen eye toward environmental concerns.

Without a doubt, PVTA will in the near future look very different from the system which was founded and has been relatively unchanged since the mid 1970s. I would like to take this opportunity to congratulate our member communities, my fellow Advisory Board members and our fine staff for their commitment to having PVTA play a major role in the revitalization of the Valley.



P V T A
B U D G E T

FY 1992 BUDGET

ACCOUNT#	TITLE	AMOUNT
GENERAL ADMINISTRATION		\$ 568,893
PERSONNEL		\$ 444,543
OFFICE & TRAVEL		\$109,350
503.990	Copying & Printing	6,700
504.991	Equipment & Maintenance	5,000
504.992	Supplies	12,000
505.020	Utilities	35,000
509.011	Registration	2,000
509.012	Memberships	6,000
509.021	Travel- In-State	3,000
509.022	Travel – Out-of-State	4,000
509.080	Advertising	7,500
512.120	Rent & Janitorial	28,150
CONSULTING SERVICES		\$ 15,000
503.031	Legal	15,000
503.033	Planning	0
503.034	Marketing	0
DIRECT ADMINISTRATION		\$ 1,517,000
503.036	Auditing	45,000
503.037	Service Charges	12,000
503.050	Shelter Maintenance	15,000
503.052	Computer Maintenance	45,000
506.030	Insurance	700,000
511.010	Capital Debt Service	0
511.020	Interest – Temporary Borrowing	700,000
SUBSIDY AGREEMENTS		\$ 9,568,440
TOTAL BUDGET		\$11,654,333

B A L A N C E
S H E E T

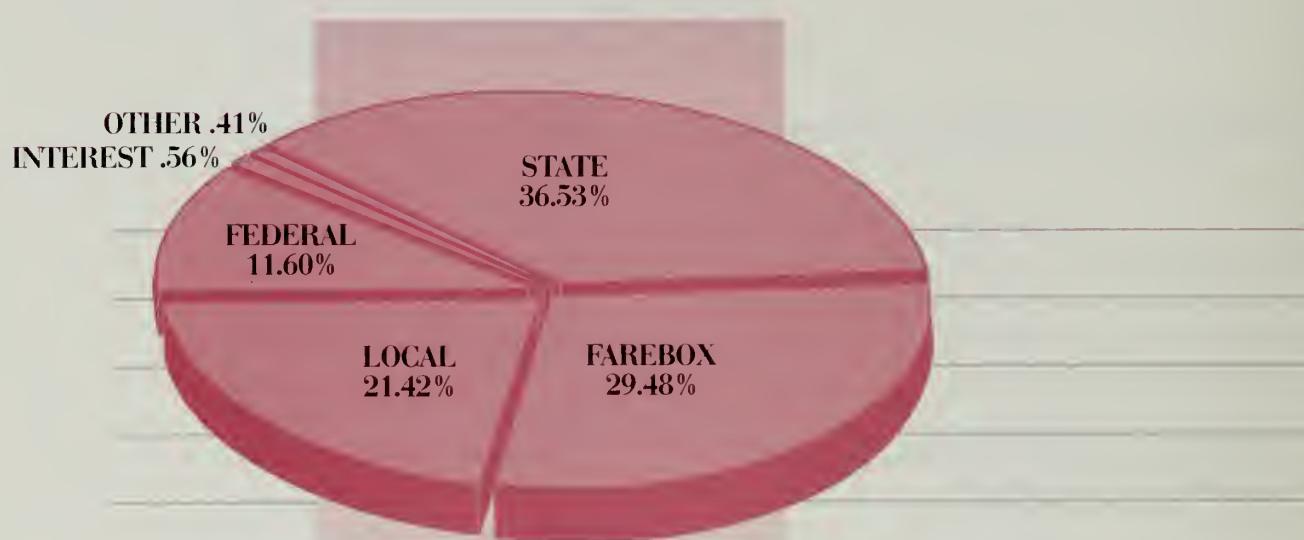
*Pioneer Valley Transit Authority
For the Year Ended June 30, 1992*

ASSETS	1992	1991
UNRESTRICTED ASSETS		
Cash	\$1,183.818	\$250,116
Accounts Receivable—		
Commonwealth Of Mass.	10,791,631	11,460,509
Other	703,319	525,071
Due From Federal Transit Administration		
Administration-Operating	553,333	189,212
Prepaid Expenses	226,990	195,942
Total Unrestricted Assets	\$13,459,091	\$12,620,850
RESTRICTED ASSETS		
Cash	\$846	\$650
Due From Commonwealth of Mass.	0	146,666
Due From Federal Transportation		
Administration-Capital	43,884	53,196
Other	6,404	5,702
Total Restricted Assets	\$51,134	\$206,214
LONG-TERM ASSETS		
Property, Plant and Equipment (Net of Accumulated Depreciation & Amortization of \$28,592,447 and \$26,823,217 Respectively)	\$11,473,544	\$13,288,124
	\$24,983,769	\$26,115,188

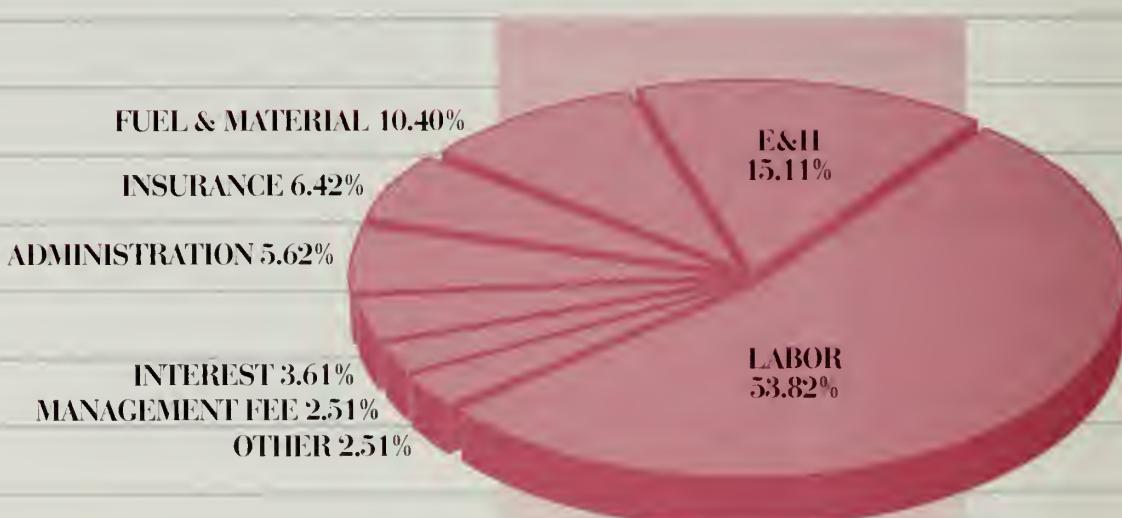
B A L A N C E S H E E T

LIABILITIES & CONTRIBUTED CAPITAL	1992	1991
UNRESTRICTED LIABILITIES		
Accounts Payable	\$288.864	\$255,609
Transportation Subsidies Payable	331,713	289,705
Revenue Anticipation Notes	10,000,000	10,000,000
Insurance Claims Reserves	693,000	367,876
Accrued Interest Payable	548,580	630,838
Accrued Payroll & Related Withholdings	78,682	40,985
Accrued Pension Liability	197,938	0
Total Unrestricted Liabilities	\$12,138,777	\$11,585,013
RESTRICTED LIABILITIES		
Deferred Revenue	\$1,139,224	\$845,006
Accounts Payable	101,508	258,583
Total Restricted Liabilities	\$1,240,732	\$1,103,589
COMMITMENTS & CONTINGENCIES (NOTE 8)		
Total Liabilities	\$13,379,509	\$12,688,602
CONTRIBUTED CAPITAL		
	\$11,604,260	\$13,426,586
	\$24,983,769	\$26,115,188

E A R N I N G S / S P E N D I N G



OPERATING REVENUE



OPERATING EXPENSE

OPERATIONS

Statements Of Revenue, Expenses and Changes In Contributed Capital For the Year Ended June 30, 1992

	1992	1991
OPERATING REVENUES		
Passenger Fares	\$5,063,749	\$4,759,265
Advertising	69,667	79,101
TOTAL OPERATING REVENUES	\$5,133,416	\$4,838,366
OPERATING EXPENSES		
Payroll and Related Benefits	\$9,984,339	\$9,441,096
Depreciation and Amortization	3,089,061	3,334,732
Material, Supplies and Maintenance	1,903,362	1,853,231
Paratransit Services	2,404,124	2,344,189
Insurance	1,102,133	1,034,952
Utilities & Others	485,891	381,636
Compensation To Carriers	430,900	321,435
Professional Services	222,418	290,424
Rent	23,019	69,093
Taxes	0	28,810
TOTAL OPERATING EXPENSES	\$19,645,247	\$19,099,598
OPERATING DEFICIT	\$(4,511,831)	\$(4,261,232)
NON-OPERATING REVENUES (EXPENSES)		
Operating Subsidies		
Federal	\$1,993,333	\$1,980,510
Commonwealth and Local	9,954,063	9,956,970
Gain on Disposal of Assets	(47,956)	100,364
Rental Income	0	19,580
Interest Expense	(620,692)	(706,372)
Interest Income	96,399	148,428
NET OPERATING REVENUES	\$11,375,147	\$11,499,480
DEFICIT OF EXPENSES OVER REVENUES	\$(3,136,684)	\$(2,761,752)
CONTRIBUTED CAPITAL, BEGINNING OF YEAR	\$13,426,586	\$14,130,305
CAPITAL ASSISTANCE		
Federal	\$813,846	1,471,526
Commonwealth and Local	500,512	586,507
CONTRIBUTED CAPITAL, END OF YEAR	\$11,604,260	\$13,426,586

P V T A F A (T S

PIONEER VALLEY STATISTICS-1990 CENSUS:

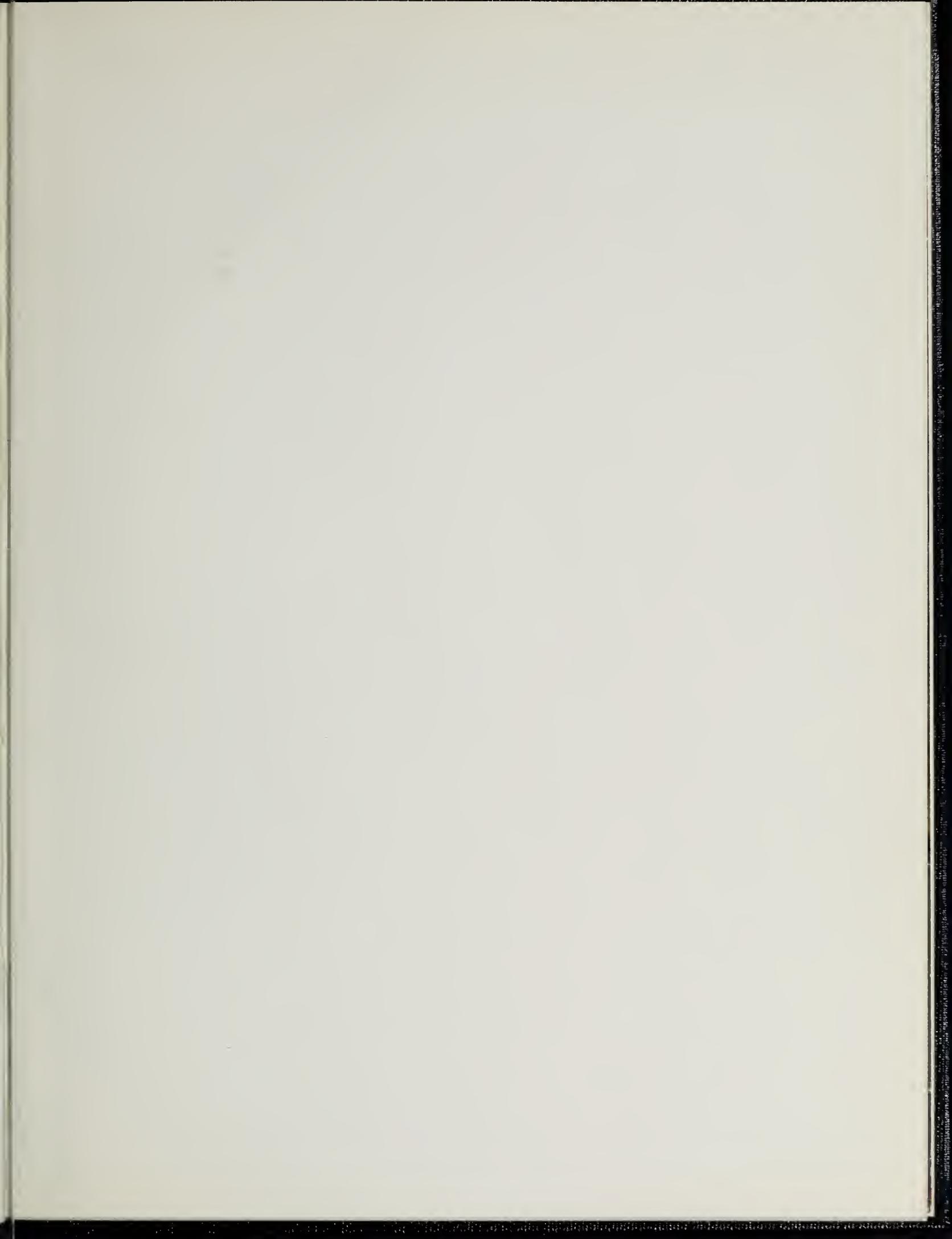
Square Miles	302
Population	551,543

CHARACTERISTICS:

	<u>FY'92</u>	<u>FY'91</u>
Operating Expenses	\$10,734,359	\$10,471,024
Annual Passenger Trips	11,150,728	10,996,908
Annual Vehicle Miles	4,432,892	4,249,714
Annual Vehicle Hours	315,211	311,754

PERFORMANCE MEASURES:

Operating Expense per Vehicle Revenue Hour	\$34.05	\$33.59
Operating Expense per Vehicle Revenue Mile	2.42	2.46
Operating Expense per Passenger Trip	0.96	0.95
Passenger Trips per Vehicle Revenue Hour	35.38	35.27
Passenger Trips per Vehicle Revenue Mile	2.52	2.59



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ANNUAL REPORT

GOVERNMENT DOCUMENTS
COLLECTION

JUN 01 1994

University

of Massachusetts
Amherst
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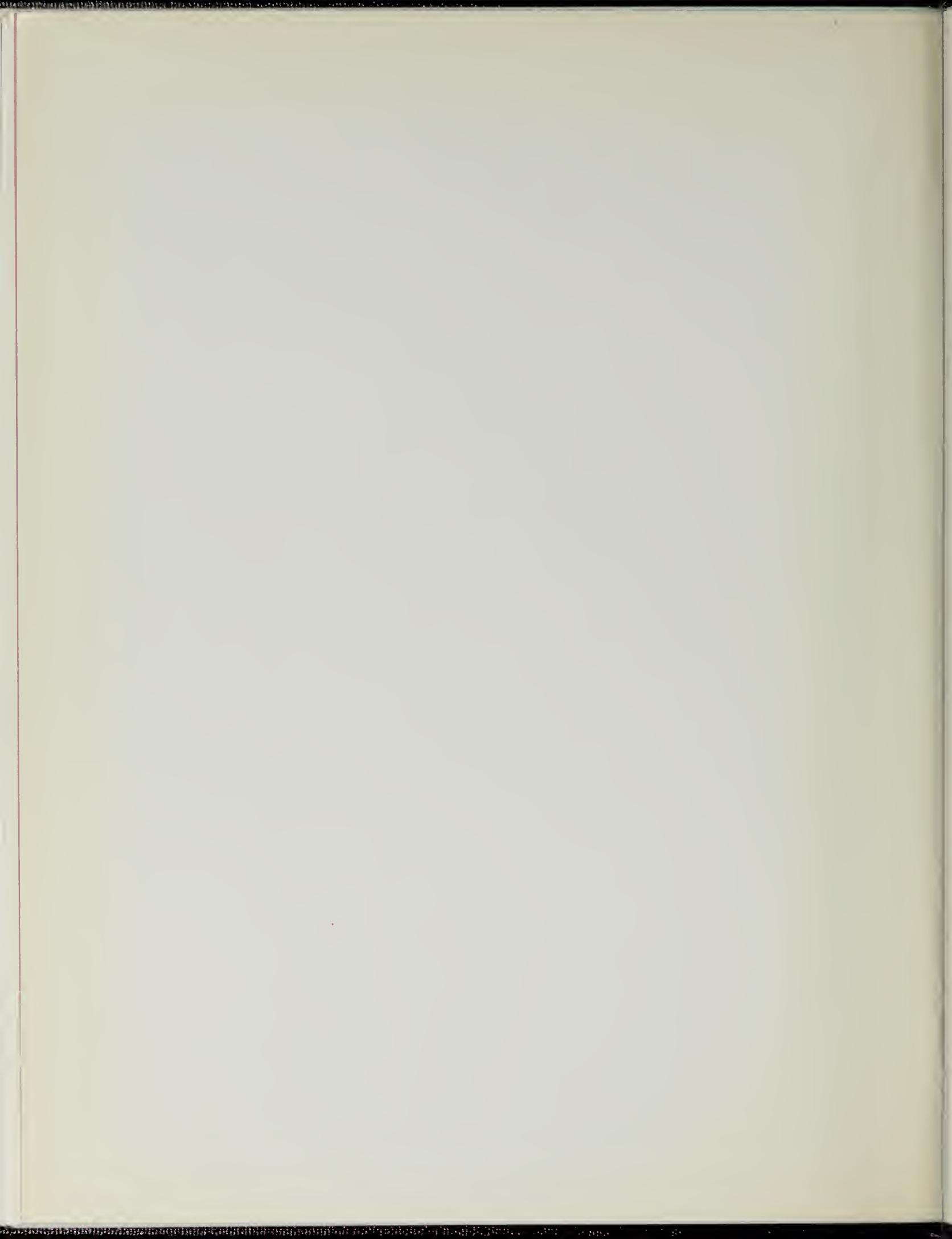
1993

*Introducing our three new environmentally
friendly vans. They are designed to promote a cleaner
community and safer environment.*

*It is our belief that this kind of commitment to the Pioneer
Valley will be a key contributor to our success in the 90s.*

RIDE FOR FRESHER AIR





COMMUNITY INVOLVEMENT

A LETTER FROM THE ADMINISTRATOR, MARLENE B. CONNOR

Community involvement is key to PVTA's success in the 90s. Public transportation is dependent on the community it serves for ridership, for funding and for its future. In fiscal year 1993, the Pioneer Valley Transit Authority became a more active partner in the community of the Pioneer Valley.

PVTA continued its efforts to streamline both fixed route and paratransit services in FY93 by commissioning and completing detailed analysis of those operations by a national transit consulting firm. The plans developed will be utilized for years to come by PVTA staff and advisory board to better serve our passengers.

Once the third oldest bus fleet in the nation, PVTA made great strides in those rankings with the delivery of 35 new lift-equipped buses purchased with a \$5 million Section 3 federal discretionary grant.

The relationship-building with Western Massachusetts' legislators continued at the state level with the award of a \$1 million Section 3 grant to update the fleet further.

These vehicles serve a purpose equally as important as providing safe, accessible transportation; reducing environmental pollution.

Three new Compressed Natural Gas (CNG) powered vans play an integral role in the efforts to provide environmental friendly transportation. The vans, procured with a state Alternative Fuels grant awarded in FY93, operate wheelchair accessible service throughout the Springfield area. Nature scenes are painted on each vehicle along with the theme Ride For A Cleaner Earth, Sea and Air to "drive home" the environmental message.

The greatest challenge for PVTA in FY93 was receiving a fair share of federal and state funding, most importantly that funding available through the Intermodal Surface Transportation Efficiency Act (ISTEA). PVTA has taken an active role, together with the American Public Transit Association, in changing the process by which the flexible dollars are earmarked at the state level. This issue will remain at the forefront of PVTA's agenda as we continue to lobby for ISTEA to work in the spirit in which it was intended.

During my second term as PVTA Administrator, the Authority made great progress in strengthening its service to the Pioneer Valley. That process will continue. PVTA will strive to provide a "customer driven" service with our passengers at the root of every decision we make.



YEAR IN REVIEW

FROM THE CHAIRMAN, RICHARD MUNDO

During the last year Pioneer Valley Transportation Authority has continued to face the challenge of providing the essential service of public transit while traditional funding sources withdraw from the arena. Additionally the Authority has undertaken a comprehensive review of all its operations with an eye towards reshaping transit policy, reworking routes, regionalizing paratransit services, and maximizing available revenues.

Our goal is the modernization of our operation so that it becomes a viable and valuable component of life in the Pioneer Valley. It is a vision which is shared by both the board and staff of the Authority and which unites our efforts.

I wish on behalf of the Board to thank our staff for their work during these difficult times of personnel changes and shrinking fiscal support. I would also like to take this opportunity to thank my fellow Advisory Board members for their support, their dedication, and their professionalism during my term. Your communities should be proud of the representation they have received and I am honored to serve with you.



1 9 9 3 P V T A B U D G E T

GENERAL ADMINISTRATION	\$ 767,050
PERSONNEL	528,250
OFFICE & TRAVEL	118,800
COPYING & PRINTING	6,700
EQUIPMENT & MAINTENANCE	3,500
SUPPLIES	14,000
UTILITIES	45,000
REGISTRATION	2,000
MEMBERSHIP	6,100
TRAVEL-IN-STATE	3,000
TRAVEL-OUT-OF-STATE	8,000
ADVERTISING	7,500
RENT & JANITORIAL	23,000
CONSULTING SERVICES	120,000
LEGAL	20,000
PLANNING	25,000
MARKETING	75,000
DIRECT ADMINISTRATION	1,555,000
AUDITING	40,000
SERVICES CHARGES	18,000
SHELTER MAINTENANCE	20,000
COMPUTER MAINTENANCE	77,000
INSURANCE	700,000
INTEREST	700,000
SUBSIDY AGREEMENTS	10,196,656
TOTAL BUDGET	\$ 12,518,706

THE PTA BUDGET

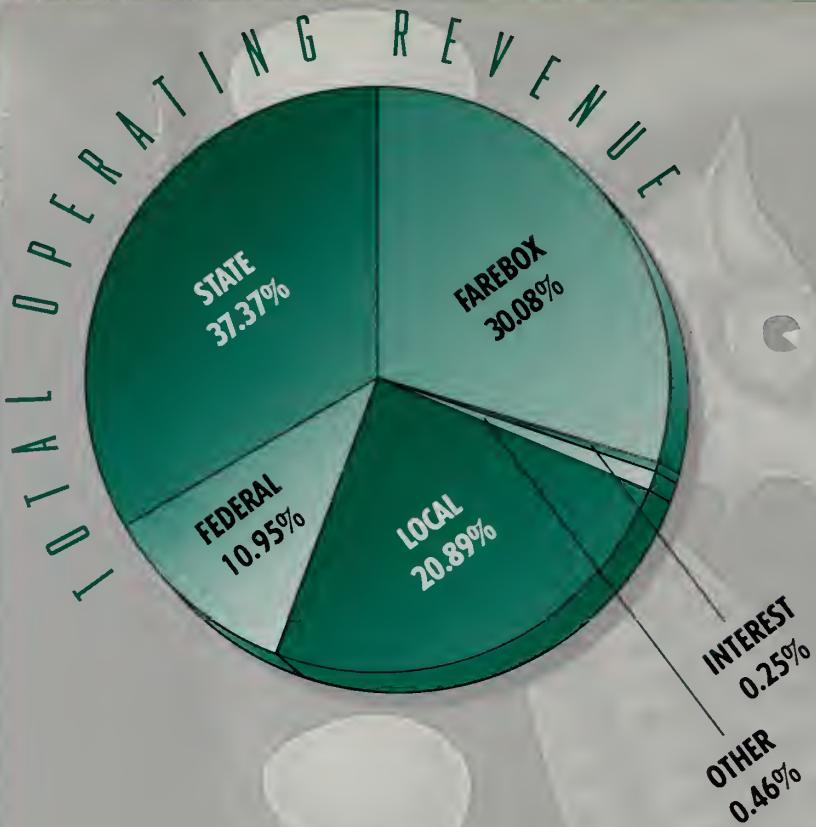
THE PRIVATE BALANCE SHEET

ASSETS	1993	1992
Unrestricted assets:		
Cash	\$ 2,415,110	\$ 1,183,818
Accounts receivable:		
Commonwealth of Massachusetts and local communities	11,442,753	10,791,631
Other	622,499	703,319
Due from Federal Transit		
Administration - operating	63,300	553,333
Prepaid expenses	<u>79,308</u>	<u>226,990</u>
Total unrestricted assets	14,622,970	13,459,091
Restricted assets:		
Cash	392	846
Due from Commonwealth of Massachusetts	1,208,219	-
Due from Federal Transit Administration - capital	2,204,751	43,884
Other	<u>1,674</u>	<u>6,404</u>
Total restricted assets	<u>3,415,036</u>	<u>51,134</u>
Long-term assets:		
Property, plant and equipment (net of accumulated depreciation and amortization of \$32,312,478 and \$29,097,954, respectively)	18,782,507	11,473,544
Total Assets	<u>\$ 36,820,513</u>	<u>\$ 24,983,769</u>

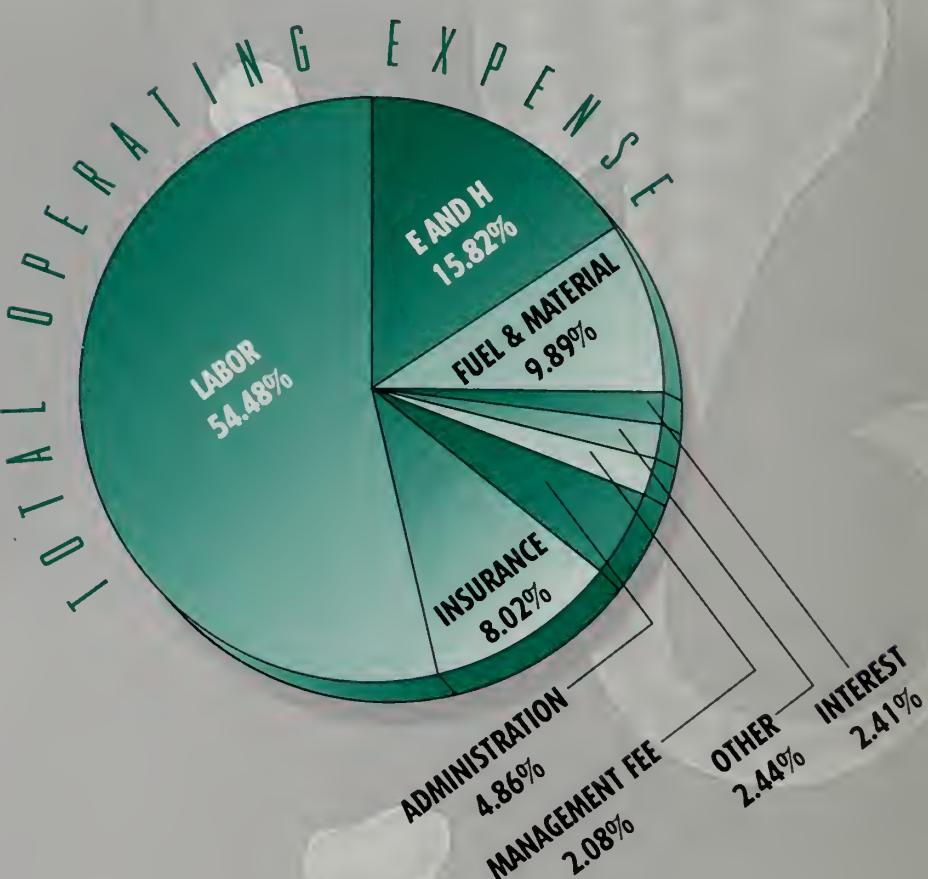


LIABILITIES & FUND EQUITY	1993	1992
<i>Unrestricted liabilities:</i>		
Accounts payable	\$ 247,570	\$ 288,864
Transportation subsidies payable	478,754	331,713
Revenue anticipation notes	11,000,000	10,000,000
Insurance claims reserve	913,425	693,000
Accrued interest payable	373,294	548,580
Accrued payroll and related withholdings	25,367	78,682
Accrued pension and deferred compensation liability	179,682	197,938
Total unrestricted liabilities	<u>13,218,092</u>	<u>12,138,777</u>
<i>Restricted liabilities:</i>		
Deferred revenue	16,393	1,139,224
Accounts payable	3,381,818	101,508
Bond anticipation notes	1,250,000	
Accrued interest	28,572	-
Total restricted liabilities	<u>4,676,783</u>	<u>1,240,732</u>
<i>Commitments and contingencies</i>		
Total liabilities	17,894,875	13,379,509
<i>Fund equity:</i>		
Contributed capital	<u>18,925,638</u>	<u>11,604,260</u>
	<u>\$ 36,820,513</u>	<u>\$ 24,983,769</u>

TOTAL OPERATING REVENUE	
FAREBOX.....	\$ 5,429,615
OTHER.....	\$ 83,484
INTEREST.....	\$ 44,826
FEDERAL.....	\$ 1,976,591
STATE.....	\$ 6,745,475
LOCAL.....	\$ 3,771,025
DEFICIT.....	\$ 0
 TOTAL.....	 \$18,051,016



TOTAL OPERATING EXPENSE	
LABOR.....	\$ 9,834,644
FUEL & MATERIAL.....	\$ 1,784,477
INSURANCE.....	\$ 1,447,877
INTEREST.....	\$ 434,386
MANAGEMENT FEE.....	\$ 375,667
OTHER.....	\$ 441,081
ADMINISTRATION.....	\$ 877,736
E AND H.....	\$ 2,855,211
PRIOR YEAR DEFICIT.....	\$ 0
 TOTAL.....	 \$18,051,016



1993 OPERATING EXPENSES

**STATEMENTS OF REVENUES, EXPENSES
AND CHANGES IN FUND EQUITY**

Years ended June 30, 1993 and 1992

	1993	1992
<i>Operating revenues:</i>		
Passenger fares	\$ 5,356,053	\$ 5,063,749
Advertising	<u>83,484</u>	<u>69,667</u>
Total operating revenues	<u>5,439,537</u>	<u>5,133,416</u>
<i>Operating expenses:</i>		
Payroll and related benefits	10,340,816	9,984,339
Depreciation and amortization	4,002,884	3,089,061
Materials, supplies and maintenance	1,801,889	1,903,362
Paratransit services	2,855,211	2,404,124
Insurance	1,447,877	1,102,133
Utilities and other	503,382	485,891
Compensation to carriers	375,666	430,900
Professional services	263,352	222,418
Rent	<u>25,213</u>	<u>23,019</u>
Total operating expenses	<u>21,616,290</u>	<u>19,645,247</u>
Operating deficit	<u>(16,176,753)</u>	<u>(14,511,831)</u>
<i>Non-operating revenues (expenses):</i>		
Operating subsidies:		
Federal	1,976,591	1,993,333
Commonwealth and local	10,516,500	9,954,063
Loss on disposal of assets	(102,538)	(47,956)
Other income	73,562	-
Interest expense	(434,386)	(620,692)
Interest income	<u>44,826</u>	<u>96,399</u>
Total non-operating revenues, net	<u>12,074,555</u>	<u>11,375,147</u>
Deficit of revenues under expenses	<u>(4,102,198)</u>	<u>(3,136,684)</u>
Fund equity, beginning of year	11,604,260	13,426,586
Capital assistance:		
Federal	9,138,861	813,846
Commonwealth and local	<u>2,284,715</u>	<u>500,512</u>
Fund equity, end of year	<u>\$ 18,925,638</u>	<u>\$ 11,604,260</u>

PIONEER VALLEY 1993 STATISTICS

OPERATING EXPENSES.....\$11,184,084

FIXED ROUTE CHARACTERISTICS

ANNUAL PASSENGER TRIPS.....10,920,872

ANNUAL VEHICLE MILES.....4,403,749

ANNUAL VEHICLE HOURS.....314,568

PERFORMANCE MEASURES

OPERATING EXPENSE PER
VEHICLE REVENUE HOUR.....35.55

OPERATING EXPENSE PER
VEHICLE REVENUE MILE.....2.54

OPERATING EXPENSE PER
PASSENGER TRIP.....1.02

PASSENGER TRIPS PER
VEHICLE REVENUE HOUR.....34.72

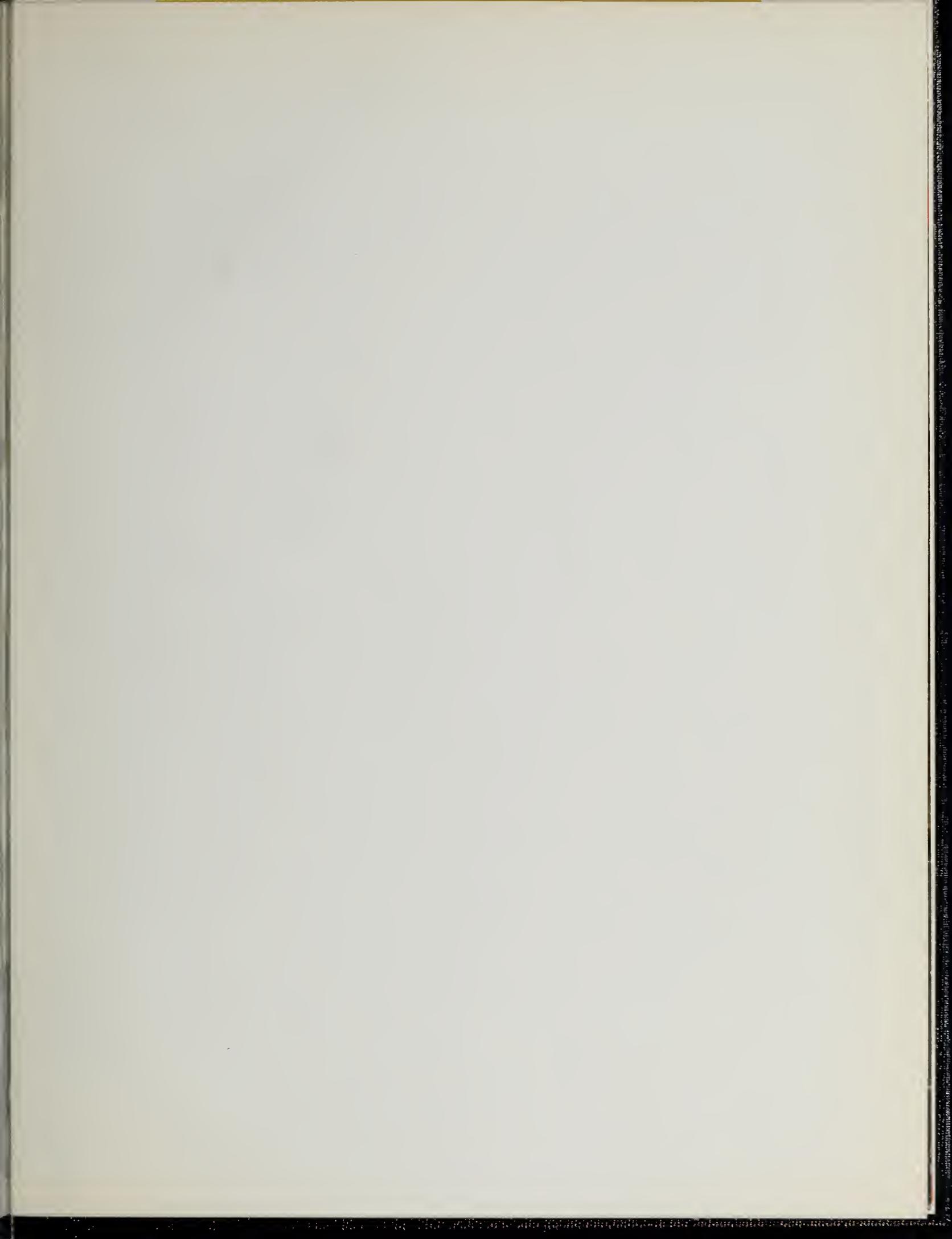
PASSENGER TRIPS PER
VEHICLE REVENUE MILE.....2.48

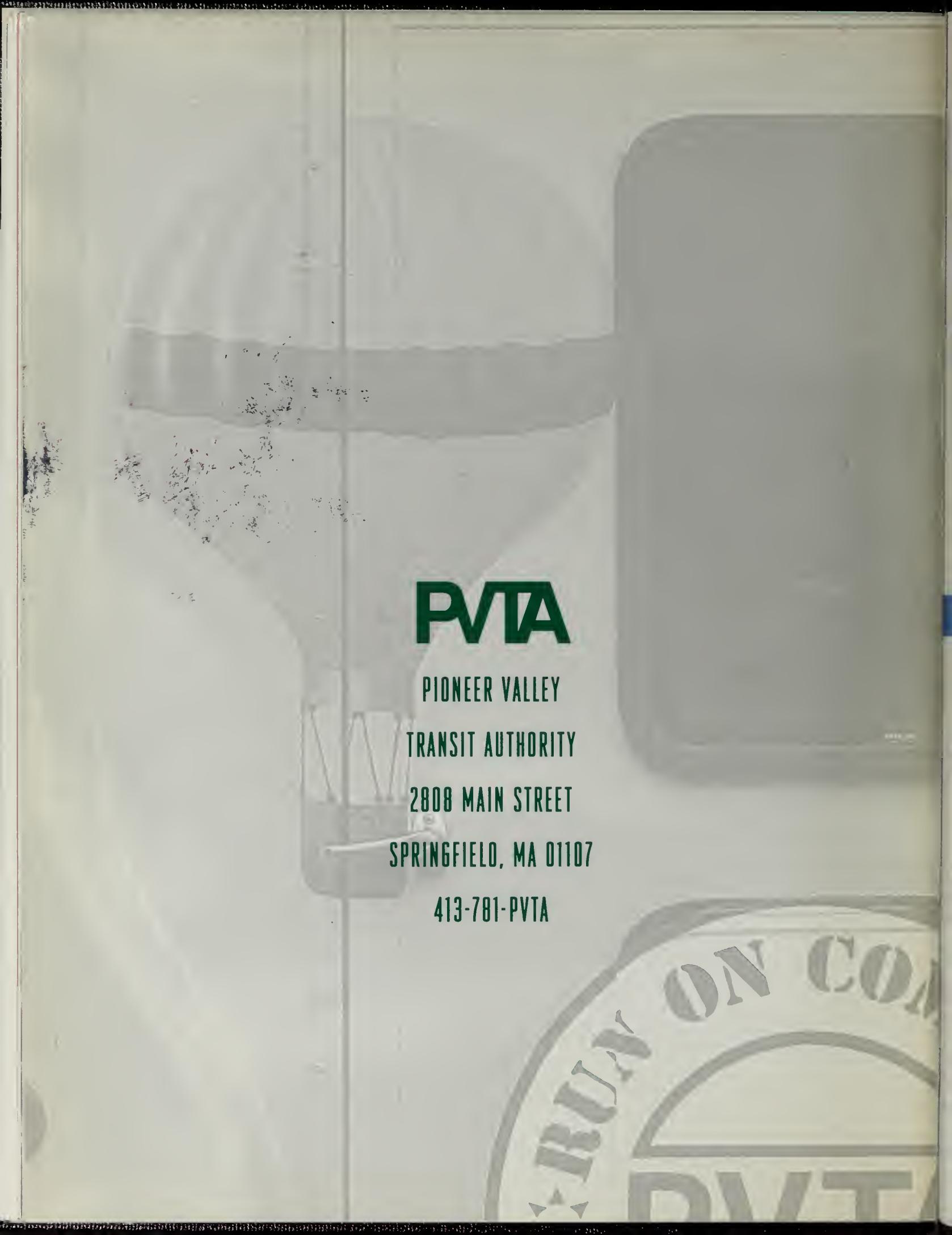
PARATRANSIT CHARACTERISTICS

ANNUAL PASSENGER TRIPS.....325,032

ANNUAL VEHICLE MILES.....1,670,318

ANNUAL VEHICLE HOURS.....102,675





PVTA

PIONEER VALLEY
TRANSIT AUTHORITY
2808 MAIN STREET
SPRINGFIELD, MA 01107
413-781-PVTA

TRANSIT AUTHORITY
PVTA

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1994 ANNUAL REPORT

PVTA

GOVERNMENT DOCUMENT
COLLECTION

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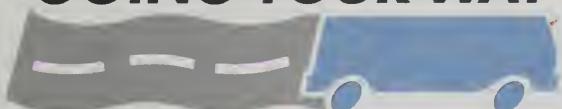
University of Massachusetts
Depository Copy



TO THE *community* OF THE PIONEER VALLEY



GOING YOUR WAY

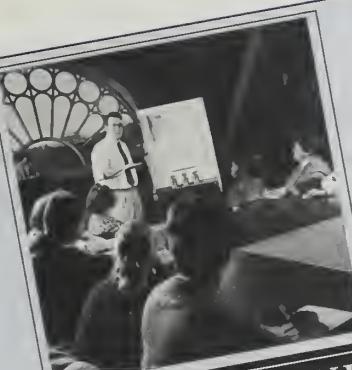




1994 ANNUAL REPORT

PVTA

TO THE *community* OF THE PIONEER VALLEY



THE FIRST AND LAST WORD IS SERVICE

Spreading the word on service comes first and never stops at PVTA. Trained customer service representatives are always available to address groups of any size in any location within our service area to inform them of the many options and opportunities available to their members. PVTA's Mobility Training Program provides personalized service for passengers new to the system. Our Student Transit Education Program instructs school children on bus safety and educational procedures, highlighted by a tour of PVTA facilities. We are always ready to provide information that will help make PVTA more accessible to area passengers. To schedule an appointment please call 781-PVTA or 586-5086, or stop by our Information Center at 1500 Main Street in Springfield.

PVTA

Pioneer Valley Transit Authority • 2808 Main Street • Springfield • MA 01107 • 413 • 781-PVTA

GOING YOUR WAY



COMMUNITY INVOLVEMENT



As the Pioneer Valley Transit Authority approaches its 20th year, upgrading the operations into a cohesive transit system is at the forefront of all priorities.

Phase One implementation for PVTA's new bus routes was fine-tuned and a timeline completed for Holyoke and Chicopee based routes. Staff enlisted support from the PVTA Route Committee and the Pioneer Valley Planning Commission before finalizing the proposal made by a national transit consultant in FY1993. Implementation of Phase One was scheduled for Fall 1994 after the public participation process was completed.

The Authority drew accolades for its efficiency according to a survey released by the University of North Carolina at Charlotte. Ranked the 19th most efficient transit system in the U.S., PVTA provides service for a 115 square mile area with an operating cost of \$45 for each hour of service. The study tracked performance over a 4 year period measuring total revenue per service area resident, fare revenue per trip, subsidy

A letter from the administrator, MARLENE B. CONNOR

as a percent of revenue, population served per vehicle and area served per vehicle. Each rating was determined by comparing the transit system performance to the national average.

Commitment to PVTA's bus replacement program continued to be a priority in FY1994. In 1992, the average age of the bus fleet was over 16 years whereas the average life expectancy of a bus is 12 years. PVTA has used all available grant funding to purchase new buses, however the average age of the fleet remained at 11.5 years in FY1993. To accelerate the purchase of new vehicles, PVTA has structured a lease financing secured by FTA Section 9 grants along with other funding sources. This program allows for the purchase of 40 buses, bringing fleet characteristics closer to industry norms and achieving a far better operating and financial performance. It is estimated that these new vehicles could be on the road by the end of 1995.

Paratransit services continue to be in great demand throughout the Pioneer Valley with passenger trips significantly increasing over last fiscal year. PVTA continues to plan for regionalization of its paratransit services beginning in FY1995 with the Northern tier. Future plans for paratransit include integrating the van system and the fixed-route system for better efficiency among all PVTA programs.

Improving our customer service techniques continues to be a goal for all PVTA services. The fixed-route has taken significant strides in this area and ridership is on the increase as a result. Administrative staff is working with our contractors to ensure a "customer service attitude" in all that we do.

PVTA ADVISORY BOARD

MEMBER	DESIGNEE	MEMBER	DESIGNEE
AGAWAM Christopher S. Johnson, Mayor	Richard Mundo, Director, Council On Aging	LONGMEADOW Arlene Miller, Chair, Board of Selectmen	
AMHERST Brian Harvey, Chair, Board of Selectmen	Arthur Swift	LUDLOW John Debarge,	Julia M. Chmura, Chair, Board of Selectmen
BELCHERTOWN Andre Michaid, Chair, Board of Selectmen	Shirley Dorey	NORTHAMPTON Mary Ford, Mayor	Thaddeus Boryczka
	Sharon Zukowski, Council On Aging	PELHAM Marilyn Bigelow, Chair, Board of Selectmen	
CHICOPEE Joseph J. Chessey, Jr., Mayor	Sandra Lapollo, Director, Council On Aging	SOUTH HADLEY Constance Clancey, Chair, Board of Selectmen	Oscar Bail
EASTHAMPTON Michael Engel, Chair, Board of Selectmen	Chris Geffin, Director, Council On Aging	SPRINGFIELD Robert Markel, Mayor	Robert Rush, Director, Community Development

1994 PVTA *advisory board*

EAST LONGMEADOW Steve Manning, Chair, Board of Selectmen	David S. Pond	SUNDERLAND Dana Roscoe, Chair, Board of Selectmen
GRANBY William Johnson, Chair, Board of Selectmen	Frank Hudzik	WARE David P. Flanagan, Chair, Board of Selectmen
HADLEY Anthony Waskiewicz, Chair, Board of Selectmen	David Moskin	WESTFIELD Richard K. Sullivan, Mayor
HAMPDEN Arthur J. Booth, Chair, Board of Selectmen	Carolyn Brennan, Director, Council On Aging	WEST SPRINGFIELD Robert Blackie, Chair, Board of Selectmen
HOLYOKE William Hamilton, Mayor	Jack Hunter, Planning Director	WILBRAHAM Terry Nelson, Chair, Board of Selectmen
LEVERETT Fenna Bonsignore, Chair, Board of Selectmen	Alice Rarig, Town Hall	WILLIAMSBURG Jeffery S. Ciuffreda, Chair, Board of Selectmen

B a L a n c e S H e e t

1994 1993

unrestricted assets:

Cash	\$ 1,142,712	2,415,110
Accounts receivable:		
Commonwealth of Massachusetts and local communities	12,099,857	11,442,753
Other	765,383	622,499
Due from Federal Transit Administration operating	127,000	63,300
Prepaid expenses	<u>97,412</u>	<u>79,308</u>
 Total unrestricted assets	 <u>14,232,364</u>	 <u>14,622,970</u>

assets

restricted assets:

Cash	4,414	392
Due from Commonwealth of Massachusetts	(169,989)	1,208,219
Due from Federal Transit Administration - capital	292,285	2,204,751
Other	<u>20</u>	<u>1,674</u>
 Total restricted assets	 <u>126,730</u>	 <u>3,415,036</u>

Property, plant and equipment (net of accumulated depreciation and amortization of \$33,218,538 and \$32,312,478, respectively)

16,313,147 18,782,507

Total assets

\$ 30,672,241 36,820,513

B a l a n c e s h e e t

1994

1993

unrestricted liabilities:

Accounts payable	\$ 596,146	247,570
Transportation subsidies payable	494,430	478,754
Revenue anticipation notes	11,000,000	11,000,000
Insurance claims reserve	1,224,209	913,425
Accrued interest payable	292,344	373,294
Accrued payroll and related withholdings	25,661	25,367
Accrued pension and deferred compensation liability	162,287	179,682
Total unrestricted liabilities	13,795,077	13,218,092

liabilities AND fund EQUITY

restricted liabilities:

Deferred revenue	16,393	16,393
Accounts payable	370,008	3,381,818
Bond anticipation notes	-	1,250,000
Accrued interest	-	28,572
Total restricted liabilities	386,401	4,676,783
Total liabilities	14,181,478	17,894,875

fund equity:

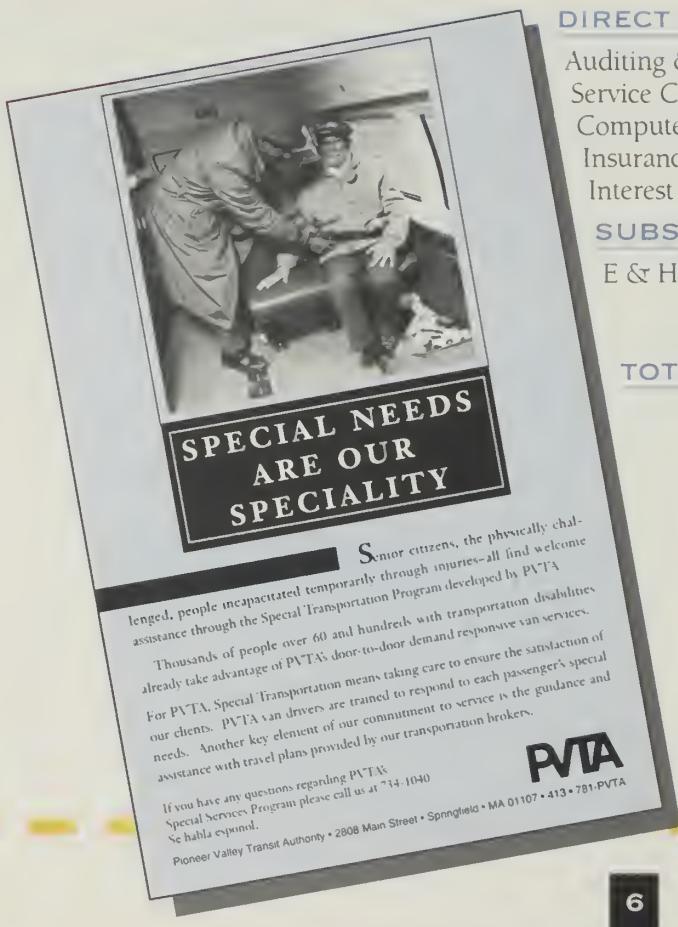
Contributed capital	<u>16,490,763</u>	<u>18,925,638</u>
	\$ 30,672,241	36,820,513

THE PVTA BUDGET

		ACTUAL
GENERAL ADMINISTRATION	\$ 730,492	721,466
PERSONNEL	584,967	571,126
OFFICE AND TRAVEL	145,525	150,340
Copying & Printing	5,000	3,119
Equipment & Maintenance	7,025	6,858
Supplies	15,000	14,237
Utilities	52,000	66,215
Registration	3,000	3,302
Membership	12,000	14,746
Travel-in-State	4,000	1,367
Travel-out-State	10,000	6,610
Advertising	7,500	6,229
Rent & Janitorial	30,000	27,657
CONSULTING SERVICES	161,500	195,526
Legal	40,000	44,986
Planning	25,000	44,000
Marketing	96,500	106,540

1994 PVTA operating budget & expenses

DIRECT ADMINISTRATION	1,362,450	1,721,221
Auditing & Accounting	40,000	68,073
Service Charges	20,000	21,797
Computer Maintenance	50,000	49,658
Insurance	840,000	1,232,286
Interest	412,450	349,407
SUBSIDY AGREEMENTS	13,333,714	12,921,441
E & H Services	3,232,907	3,502,803
TOTAL BUDGET	\$18,821,063	19,062,457



1994 OPERATING REVENUE

Farebox	\$ 5,793,913
Other	\$ 93,710
Interest	\$ 39,777
Federal	\$ 2,045,578
State	\$ 7,224,178
Local	\$ 3,865,301
Deficit	\$ 0
Total	\$19,062,457



TOTAL OPERATING revenues

**YOUR BEST
ROUTE TO
INDEPENDENT
TRAVEL**

At PVTAs your comfort and safety in travel are our main concern. With that as our goal, we continue to develop new programs to make riding with us a thoroughly enjoyable experience. With our self-paced mobility training program, we provide one-on-one instructor assistance to aid passengers in gaining independence and confidence. Instruction includes advice on how to plan trips using PVTAs schedules along with directions that help passengers find their most convenient bus stop locations.

Mobility training is just one of the many ways PVTAs is working to improve the quality of public transportation and the quality of life throughout the Pioneer Valley. We're changing to meet your needs!

PVTAs
Pioneer Valley Transit Authority • 2808 Main Street • Springfield • MA 01107 • 413 • 781-PVTAs

P V T A F A C T S

NET OPERATING EXPENSES

\$ 13,135,057

FIXED ROUTE CHARACTERISTICS

Annual Passenger Trips	11,058,756
Annual Vehicle Miles	4,445,610
Annual Vehicle Hours	327,325

PERFORMANCE MEASURES

Operating Expense Per Vehicle Revenue Hour	40.13
Operating Expense Per Vehicle Revenue Mile	2.95
Operating Expense per Passenger Trip	1.19
Passenger Trips Per Vehicle Revenue Hour	33.79
Passenger Trips Per Vehicle Revenue Mile	2.49

PARATRANSIT CHARACTERISTICS

Annual Passenger Trips	270,077
Annual Vehicle Miles	1,275,689
Annual Vehicle Hours	97,247

PIONEER VALLEY 1994 STATISTICS

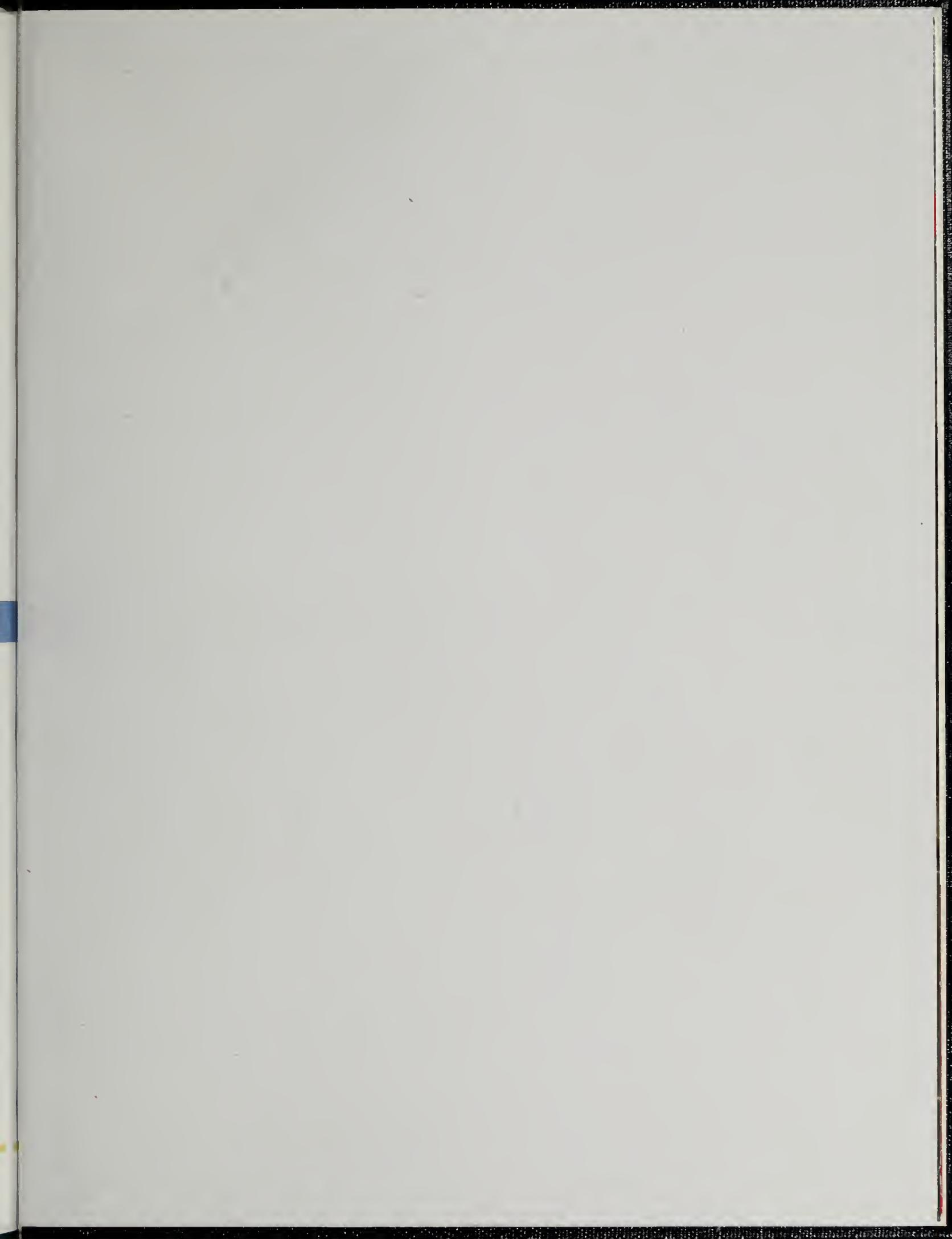
**GIVING A LIFT
TO PERSONALIZED
SERVICE**

At PVTA we've given new meaning to personalized service. At the present time we are equipping all new buses with wheelchair lifts to make routes accessible to everyone. Several of our routes throughout the Pioneer Valley are already fully lift-equipped. As our fleet is updated, additional routes will be similarly equipped to provide equal travel opportunities for all residents.

All PVTA drivers are given special instructions in the safe operation of lifts and the securing of wheelchairs. In this way all handicapped passengers, or those recovering from injuries, can travel in safety and comfort. For details about lift-equipped bus routes or to receive a bus schedule, contact PVTA's Information Center at 781-PVTA.

PVTA

Pioneer Valley Transit Authority • 2808 Main Street • Springfield • MA 01107 • 413-781-PVTA





PVTA

*Pioneer Valley
Transit Authority*

2808 MAIN STREET
SPRINGFIELD, MA 01107
413-781-PVTA

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1995 Annual Report

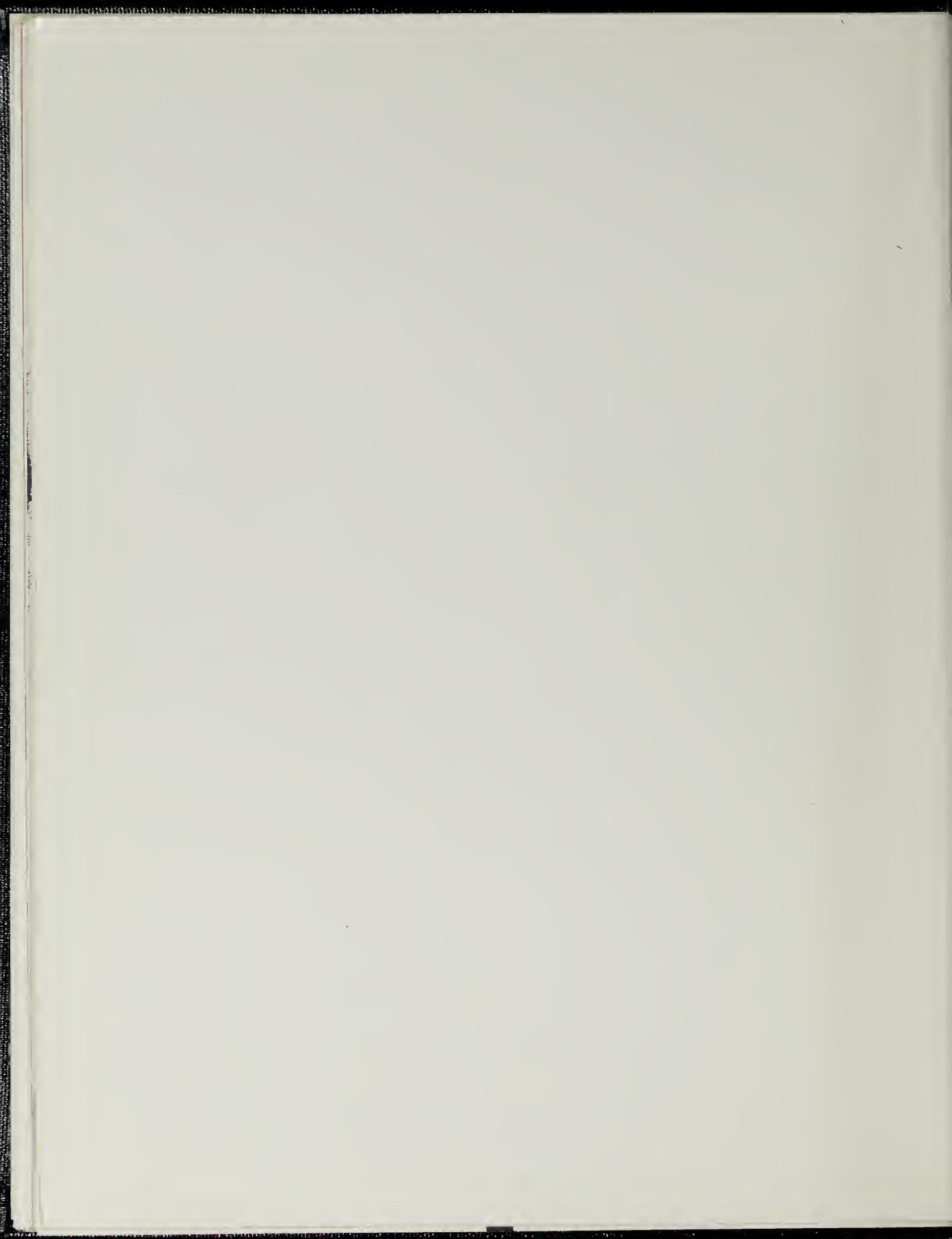
20TH ANNIVERSARY

PVTA



a celebration of community commitment

GOING YOUR WAY



1995 Annual Report

a celebration of community commitment

20TH ANNIVERSARY



Fiscal year 1995 was a year of celebration and progress for the Pioneer Valley Transit Authority. Highlights included the celebration of PVTA's 20th Anniversary and progress in the form of the largest fleet replacement program in the history of the organization.

Community Involvement

letter from the administrator and advisory board chairman marlene b. connor & jack hunter

T

he 20th Anniversary celebration began with the implementation of extensive route changes for all Holyoke and Springfield based routes. Phases I and II of the plan, which was originally submitted by ATE Management & Service Company in 1992, encompassed 22 bus routes and more than 9 million passenger trips per year. The new system is comprised of regional super routes and community routes that operate on a timed transfer or "pulse" basis at major transfer points in each community. The result has been better service to more locations and increased ridership from these communities.

To simplify the service further, PVTA renamed those bus routes based in Holyoke, Chicopee and Springfield with new numbers and color codes. Bus stripes and schedules now feature a two digit number along with a color code for easier route identification for passengers.

The PVTA bus fleet was brought up to speed through an innovative financing arrangement which allowed the authority to purchase 40 1995 RTS vehicles. Another 60 buses were purchased separately through traditional capital funding sources. Previously, PVTA had one of the oldest bus fleets in the nation, accounting for high operating and maintenance costs. The new buses meet federal clean air standards and the requirements of the Americans with Disabilities Act.

This year was also a year of achievement for PVTA in the areas of education and outreach and support for programs involving the elderly and the Olympics. In October, PVTA received the Chairperson's Bronze Honor Roll Award from the American Public Transit Association for its efforts to educate the public about the benefits of public transportation and for organizing support within the community for transit services. In March, the authority was honored by the Department of Transportation for committing buses to the 1996 Olympic and Paralympic Games in Atlanta. Finally, also in March, PVTA participated in a mini-conference on Transportation and Mobility for Seniors as part of the White House conference on Aging.

PVTA has accomplished all of this while also increasing ridership on the fixed-route and reorganizing paratransit operations for more efficient and effective service. Fixed route bus ridership increased by approximately 4% over FY 1994 primarily due to modifications made to improve routing, on-time performance and service. The paratransit operation entered the first phases of a plan to simplify the system by regionalizing service in the northern tier including, Amherst, Northampton, Pelham, Hadley, and Leverett. Regionalization continues in the coming years with service modifications due in the remainder of the PVTA funded communities receiving paratransit services.

Many of the implemented efforts during PVTA's 20th Anniversary year are efforts that will continue in the coming year. The administrative staff along with the PVTA Advisory Board will strive to achieve further growth in next fiscal year.

PVTA Advisory Board

1995

MEMBER	DESIGNEE	MEMBER	DESIGNEE
AGAWAM Christopher S. Johnson, Mayor	James D. Taylor	LUDLOW John Debarge, Chair, Board of Selectmen	Anthony Fonseca
AMHERST Brian Harvey, Chair, Board of Selectmen	Arthur Swift	NORTHAMPTON Mary Ford, Mayor	Thaddeus Boryczka
BELCHERTOWN Andre Michaud, Chair, Board of Selectmen	Shirley Dorey	PELHAM Marilyn Bigelow, Chair, Board of Selectmen	
CHICOPEE Joseph J. Chessey, Jr., Mayor	Sandra Lapollo, Director, Council On Aging	SOUTH HADLEY Constance Clancey, Chair, Board of Selectmen	Oscar Bail
EASTHAMPTON Michael Engel, Chair, Board of Selectmen		SPRINGFIELD Robert Markel, Mayor	Robert Rush, Director, Community Development
EAST LONGMEADOW Steve Manning, Chair, Board of Selectmen	Robert Warren	SUNDERLAND Dana Roscoe, Chair, Board of Selectmen	
GRANBY William Johnson, Chair, Board of Selectmen	Frank Hudgik	WARE David P. Flanagan, Chair, Board of Selectmen	Gertrude T. Hamelin
HADLEY Anthony Waskiewicz, Chair, Board of Selectmen	David Moskin	WESTFIELD Richard K. Sullivan, Mayor	James M. Boardman, Director, Community Development Dept.
HAMPDEN Arthur J. Booth, Chair, Board of Selectmen		WEST SPRINGFIELD Robert Blacke, Chair, Board of Selectmen	
HOLYOKE William Hamilton, Mayor	Jack Hunter, Planning Director	WILBRAHAM Terry Nelson, Chair, Board of Selectmen	Richard Phelps
LEVERETT Fenna Bonsignore, Chair, Board of Selectmen	Alice Rarig, Town Hall	WILLIAMSBURG Jeffery S. Ciuffreda, Chair, Board of Selectmen	
LONGMEADOW Arlene Miller, Chair, Board of Selectmen			

Balance Sheets

June 30, 1995 and 1994

ASSETS

	1995	1994
UNRESTRICTED ASSETS:		
Cash	\$ 887,418	1,142,712
Accounts receivable:		
Commonwealth of Massachusetts and local communities	13,214,270	12,099,857
Other	1,083,104	765,383
Due from Federal Transit Administration - operating	116,207	127,000
Prepaid expenses	86,895	97,412
Total unrestricted assets	15,387,894	14,232,364
RESTRICTED ASSETS:		
Cash	83,849	4,414
Cash - certificates of participation	9,719,268	-
Due (to) from Commonwealth of Massachusetts	254,176	(169,989)
Due from Federal Transit Administration - capital	216,712	292,285
Other receivables	500	20
Total restricted assets	10,274,505	126,730
Property, plant and equipment (net of accumulated depreciation and amortization of \$36,200,550 and \$33,218,538, respectively)	15,165,471	16,313,147
Deferred financing costs	215,511	-
Total assets	\$ 41,043,381	30,672,241

LIABILITIES AND FUND EQUITY

	1995	1994
UNRESTRICTED LIABILITIES:		
Accounts payable	\$ 524,388	596,146
Transportation subsidies payable	309,936	494,430
Revenue anticipation notes	12,000,000	11,000,000
Insurance claims reserve	2,215,050	1,224,209
Accrued interest payable	441,667	292,344
Accrued payroll and related withholdings	18,796	25,661
Accrued pension and deferred compensation liability	144,750	162,287
Total unrestricted liabilities	15,654,587	13,795,077
RESTRICTED LIABILITIES:		
Deferred revenue	24,544	16,393
Accounts payable	77,435	370,008
Accrued interest payable	31,477	-
Certificates of participation	9,895,151	-
Total restricted liabilities	10,028,607	386,401
Total liabilities	25,683,194	14,181,478
FUND EQUITY:		
Contributed capital	15,360,187	16,490,763
Total assets	\$ 41,043,381	30,672,241

The Budget

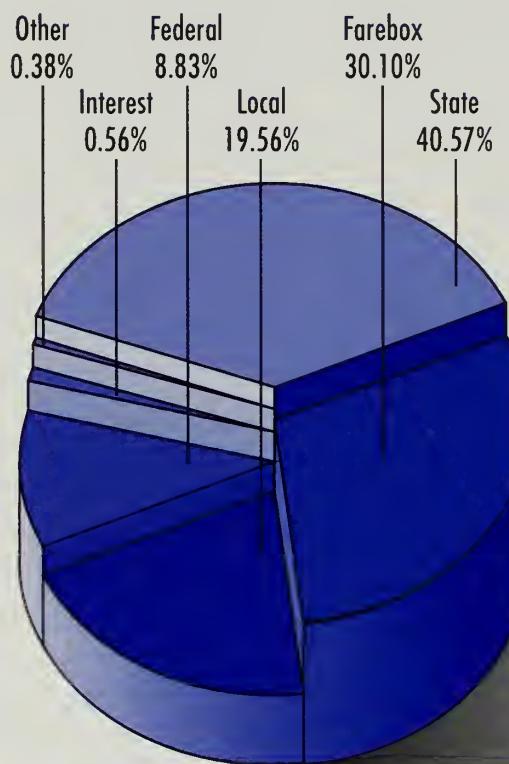
1995 pvtA operating budget & expenses

		ACTUAL
GENERAL ADMINISTRATION	\$ 848,075	773,800
PERSONNEL	695,075	623,818
OFFICE AND TRAVEL	153,000	149,982
Copying & Printing	5,000	2,012
Equipment & Maintenance	7,000	7,648
Supplies	15,000	14,597
Utilities	60,000	67,995
Registration	3,000	5,041
Membership	12,000	10,097
Travel-in-State	4,000	4,676
Travel-out-State	10,000	5,323
Advertising	7,000	5,948
Rent & Janitorial	30,000	26,645
CONSULTING SERVICES	184,855	230,904
Legal	25,000	45,791
Planning	63,355	63,553
Marketing	96,500	121,560
DIRECT ADMINISTRATION	1,515,900	2,758,130
Auditing & Accounting	40,000	44,448
Service Charges	25,000	13,475
Computer Maintenance	40,000	38,502
Insurance	940,900	2,180,691
Interest	470,000	481,014
SUBSIDY AGREEMENTS	13,547,551	12,796,114
E & H Services	3,336,490	3,692,786
TOTAL BUDGET	\$19,432,871	20,251,734



1995 Operating Revenue

total operating revenues



Farebox	\$ 6,095,325
Other	\$ 76,533
Interest	\$ 112,828
Federal	\$ 1,788,448
State	\$ 8,216,666
Local	\$ 3,961,934
Deficit	\$ 0
Total	\$20,251,734



Operations

statements of revenues, expenses and changes in fund equity

Years ended June 30, 1995 and 1994

	1995	1994
OPERATING REVENUES:		
Passenger fares	\$ 6,092,964	5,793,913
Advertising	76,533	93,710
Total operating revenues	6,169,497	5,887,623
OPERATING EXPENSES:		
Payroll and related benefits	803,320	571,125
Depreciation and amortization	3,426,848	3,358,732
Materials, supplies and maintenance	28,817	18,060
Elderly and handicapped services	3,445,743	3,196,100
Insurance	2,180,691	1,232,286
Utilities and other	110,033	407,956
Contracted services - carriers	12,807,470	12,921,441
Professional services	367,895	340,221
Rent	26,750	27,658
Total operating expenses	23,197,567	22,073,579
Operating deficit	(17,028,070)	(16,185,956)
NONOPERATING REVENUES (EXPENSES):		
Operating subsidies:		
Federal	1,788,448	2,045,578
Commonwealth and local	12,178,599	11,089,479
Gain (loss) on disposal of assets	17,120	(1,290)
Other income	2,344	46,245
Interest expense	(481,014)	(349,407)
Interest income	112,828	39,777
Total nonoperating revenues, net	13,618,325	12,870,382
Deficit of revenues under expenses	(3,409,745)	(3,315,574)
CHANGES IN FUND EQUITY		
Fund equity, beginning of year	16,490,763	18,925,638
Capital assistance:		
Federal	1,556,474	704,559
Commonwealth of Massachusetts	722,695	176,140
Fund equity, end of year	\$ 15,360,187	16,490,763

PVTA Facts

pioneer valley 1995 statistics

NET OPERATING EXPENSES	\$ 13,967,048
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FIXED ROUTE CHARACTERISTICS

Annual Passenger Trips	11,060,508
Annual Vehicle Miles	4,420,884
Annual Vehicle Hours	335,645

PERFORMANCE MEASURES

Operating Expense Per Vehicle Revenue Hour	41.61
Operating Expense Per Vehicle Revenue Mile	3.16
Operating Expense Per Passenger Trip	1.26
Passenger Trips Per Vehicle Revenue Hour	32.95
Passenger Trips Per Vehicle Revenue Mile	2.50

PARATRANSIT CHARACTERISTICS

Annual Passenger Trips	282,013
Annual Vehicle Miles	1,456,209
Annual Vehicle Hours	110,852



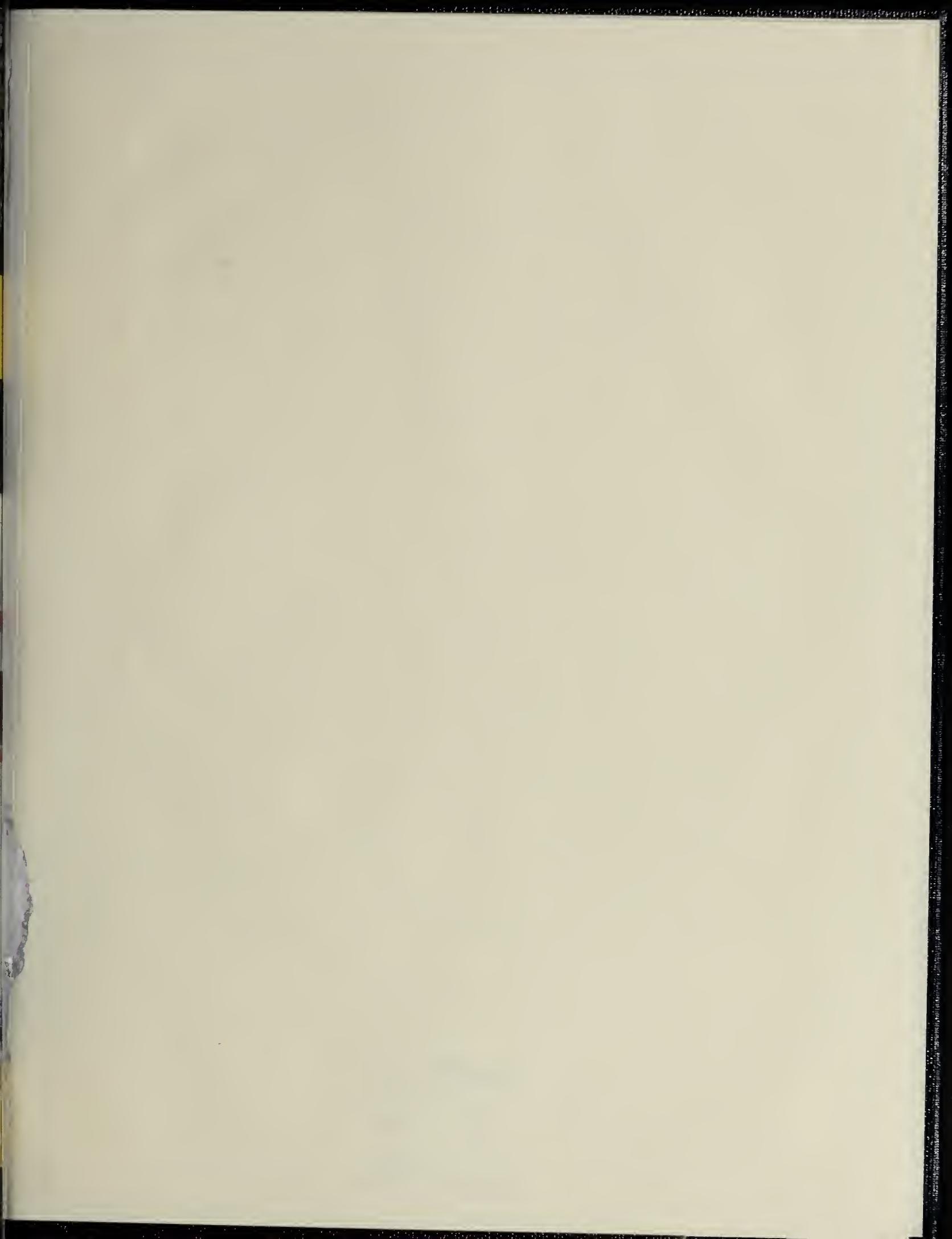




PVTA

Pioneer Valley Transit Authority

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